

IMPLEMENTING QUALITY IN HIGHER EDUCATION WITH A FOCUS ON TQM AND QMTL MODELS

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ABSTRACT

The Higher Education industry in India is becoming challenging every year. There is great need to evaluate and enhance the quality of education offered in twenty first century, only those institutions that offer a better quality can sustain and survive in the long run. The present scenario is similar to “Survival of the Fittest” where only those with quality can withstand in the market. The quest for quality is a never ending process, as it keeps changing and developing day by day.

This research explains the concept of quality and other dimensions related to it. In addition, the research investigates the need of quality and applying quality concepts in higher education. The scope of the research is to throw light on implementing Total Quality Management in Education and brief the models on Quality Management in Teaching and Learning (QMTL). The QMTL concept is compared with TQM for better understanding. This research will help for understanding and assuring quality in higher education.

KEY WORDS: QMTL Model, Quality Assurance, Quality Control, Total Quality Management, TQM in Education.
