



**Faculty Development Programme**  
**On**  
**“Total Quality Management in Education with specific reference to RDIAS”**

<b>Topic</b>	“Total Quality Management in Education with specific reference to RDIAS”
<b>Date of event</b>	4th February, 2011
<b>Aim of the Event</b>	<p>At RDIAS we believe that quality is not an act taken up suddenly, it is a habit which is pursued continuously.</p> <p>A session for all the faculty members was conducted by Director General RDIAS, Col. Mahander Singh on Total Quality Management in Education.</p> <p>Institutions of higher education now operate in a global marketplace and as a result, compete for both scarce resources and research funds within a market that is fast reaching maturity. With globalisation and saturated market is the increasing emphasis placed on the concept of quality and its impact on the providers of education programs.</p> <p>The aim of this session was threefold: firstly, to look at the concept and meaning of the internationalisation of higher education; secondly, to explore the issues of quality; and finally, to provide an overview of quality assurance systems and their constant upgradation within the organisation.</p>

<p>Description of the event</p>	<p>Director General RDIAS stated that quality works on the inside and starts its way out. He emphasised upon the fact that quality of an organisation is a reflection of the quality of minds which make it up. This is why it is required to have procedures, processes and documentation for every activity in the organisation.</p> <p>The session focussed on the importance of vision, mission, objectives and quality policy of an organisation. Further on Sir went on to discuss the four tier philosophy of quality coupled with Systems Dynamics Approach. Through the session the faculty members were made aware of the importance of having in place various committees, clubs, guest lectures, seminars, conferences, standing operating procedures, publications, student development programmes, faculty development programmes, student portal, faculty portal, accessibility to college network from home and much more.</p> <p>All these efforts add to quality. After all quality is doing it right when no one is looking. RDIAS designed processes and procedures were also helpful in getting it ISO 9001:2008 certified.</p> <p>Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.</p> <p>This session was just another step in the reinforcement of our belief in quality.</p>
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