Quality Management In Higher Education

Global Perspectives on Quality Assurance and Accreditation in Higher Education Institutions

This study argues that there is little hope of maintaining quality in higher and further education unless those in academia share common goals. It demonstrates how results can be achieved if the principles of high quality learning are applied along with total quality management-type strategies.

Quality Assurance in Vietnamese Higher Education

This text reports on a series of case studies on managing and assessing quality in higher education from 29 institutions and several national quality agencies, gathered from 17 countries; and it also draws on other relevant research.

Assuring Quality in Online Education

This is a completely revised version of a very successful text first published in 2001. It incorporates the author’s rich experience (at both the micro and macro levels) in the actual
improves TQM implementation in various educational institutions. He has deftly adapted the TQM philosophy and methodology—which originated in industry—to suit education, and anchored it in the Indian cultural ethos.

**Leadership and Management of Quality in Higher Education**

**Quality Assurance in Higher Education in Eastern and Southern Africa**

This volume works towards overcoming the lack of systematic impact evaluation in higher education, particularly analyses which are not restricted to ex-post gathered data and expert assessments. Since (higher) education is more important than ever in knowledge societies, high priority should be ascribed to quality management (QM) in higher education institutions (HEIs). Consequently, impact evaluation of QM effectiveness is indispensable because it generates the knowledge required for quality (management) improvement. The introductory chapter elucidates the motivation and objective of impact analyses of QM in HEIs and provides an overview of the volume’s other contributions. One chapter reflects on success factors and un-/intended effects of QM, while another one analyses more discursive ways of evidence-informed guidance of QM policies which are complementary to rigorous impact studies. Five chapters investigate QM effectiveness in HEIs by ex-post and simultaneous impact evaluation in European case studies, including assessments of students, teachers, quality managers, and institutional leadership. The case studies comprise universities from Germany, Spain, Finland, and Romania. The final chapter reports a SWOT analysis of impact evaluation of QM in HEIs, which is suggested as a tool for bridging the notorious gap between the demanding methodology of impact evaluation and its proper implementation. This book was originally published as a special issue of the European Journal of Higher Education.

**Quality Assurance in Higher Education: A Study of Developing Countries**

This book provides a range of case studies concerning the leadership and management of quality development in higher education. It captures the experiences of senior administrators and managers to the complexity of problems that quality development involves. The authors draw attention to the human-centred approach to quality, as they argue that in any activity there is a need to take account of human values and attitudes. Experiences from experts in the field Guide to resources that are utilized in the higher education industry Auditors’ perceptions

**Quality Management in Higher Education Institutions**

This book explores the interplay between actors within educational institutions, organisational structure, commitment of senior leadership, involvement of faculty and students, and evaluation instruments in order to find ways of improving the quality of teaching.

**Handbook of Research on Ethics, Entrepreneurship, and Governance in Higher Education**

"This book offers theoretical and pedagogical research concerning the management of educational systems on both the national and international scale. It also explores academic administration as well as administrative effectiveness in achieving organizational goals"--
Global Trends in Higher Education Quality Assurance

First Published in 1992. Routledge is an imprint of Taylor & Francis, an informa company.

Total Quality Management in Higher Education

School Administration

This book provides a comprehensive overview of quality assurance in Vietnamese higher education under the centralised management of the government after 15 years of development. By implementing quality assurance and accreditation mechanisms, the Vietnamese government expected to be able to control and improve the quality of the higher education system. The editors and contributors therefore examine and analyse policies and practices related to the establishment and development of Vietnam's quality assurance system. Amongst other things, the chapters investigate drivers of quality assurance, stakeholders engaged in quality assurance and the future of quality assurance in Vietnamese higher education in benchmarking with other quality assurance systems in the region and across the world. This book will be of interest and value to students and scholars of Vietnamese higher education, as well as quality assurance in higher education more generally, but particularly in developing nations.

Total Quality Management in Higher Education

The Rise of Quality Assurance in Asian Higher Education provides information on the well researched quality assurance frameworks, processes, standards, and internal and external monitoring that have taken place around the globe. However, in Asia, where higher education has witnessed rapid growth, and is also contributing significantly to international education which is benefited by many developed countries, this data has not been readily available. In recent years, governments in Asia have made significant investment with an aim of creating education hubs to ensure that higher education is internationally competitive. This book examines the developments in higher education quality assurance in eleven Asian countries, providing systematic insights into national quality assurance arrangements and also examining the different approaches governments in Asia have implemented based on social and economic contexts. Includes chapters from eleven countries that examine quality assurance arrangements, Explores untold case studies of countries, such as Mongolia, Uzbekistan, Kazakhstan, Cambodia, Indonesia, Thailand, Korea, India, and others Examines higher education context, quality assurance arrangements, effectiveness, challenges, and international quality assurance in Asia Offers contributions from leading scholars and practitioners who are working in higher education in Asia Provides engagement for research students

Quality in Higher Education

By bringing together leading experts on quality assurance in higher education from seven countries (from Europe, the USA and South Africa), this volume intends to go several steps further than most publications on the same subject. Containing comprehensive discussion of the most relevant trends in quality assurance regulation, translation and transformation, researchers and policy makers will find an engaged, academic reflection on how quality assurance is embedded in higher education and in a dynamic way to assess its impacts and potential improvements.
Higher Education in the Gulf

This book offers a conceptual, theoretical, and empirical overview of the role of total quality management (TQM) in Indian higher education from the perspectives of the engineering faculty, students, and alumni. It identifies the critical dimensions to measure the performance of TQM. This volume conceptualizes the service quality of higher education, especially in engineering education, through empirical assessment of the services being provided to major stakeholders like the faculty, the students, and the alumni. It highlights the significance of TQM in creating success stories while discussing the importance of improved productivity and quality in higher education with respect to the quality of engineering educational institutions. Further, the book provides a complete framework for the implementation of TQM in engineering educational institutions. This book will be of interest to students, teachers, and researchers of education and management studies. It will also be useful for educationalists, education administrators, education policymakers and bureaucrats, management professionals, business leaders, and the governing bodies of higher education institutions.

Learning Our Lesson Review of Quality Teaching in Higher Education

Although initially utilized in business and industrial environments, quality management systems can be adapted into higher education to assess and improve an institution’s standards. These strategies are now playing a vital role in educational areas such as teaching, learning, and institutional-level practices. However, quality management tools and models must be adapted to fit with the culture of higher education. Quality Management Implementation in Higher Education: Practices, Models, and Case Studies is a pivotal reference source that explores the challenges and solutions of designing quality management models in the current educational culture. Featuring research on topics such as Lean Six Sigma, distance education, and student supervision, this book is ideally designed for school board members, administrators, deans, policymakers, stakeholders, professors, graduate students, education professionals, and researchers seeking current research on the applications and success factors of quality management systems in various facets of higher education.

Quality Work in Higher Education

The management of quality and sustainability in higher education institutions ensures that proper standards are maintained. Such enforced standardization allows for the highest caliber of training opportunities for various fields and disciplines. The Handbook of Research on Quality Assurance and Value Management in Higher Education is an authoritative reference source for the latest scholarly research on quality management and assurance programs and standards in college-level environments. Highlighting global perspectives on academic and professional learning, this book is ideally designed for researchers, policy makers, practitioners, and professionals actively involved in the field of higher education.

Standards and Quality in Higher Education

This book examines the critical aspect of quality assurance maintenance of competitive-standards in African higher education. It explores both the micro and macro-levels of continental African higher education regulatory authorities, and analyses different institutional, regional and national practices for moving towards continental quality assurance approaches. Contributed to by scholars across Eastern and Southern Africa, the book considers conceptual, practical, epistemological and policy dimensions of quality and quality assurance,
especially in relation to higher education in Africa. It therefore draws on research and local expertise to open up debate about how to assure and enhance the quality of higher education, providing a comprehensive review of eight countries and considers societal challenges. It aims to satisfy the need of more thoughtful and critical works on African education as produced by African educators. The uniqueness of this book lies in integrating both the theoretical and practical dimensions of quality to devise appropriate strategies for ensuring quality and standards in higher education in continental Africa and beyond. This authoritative book advocates for a timely discussion around the provision of good quality higher education and research in African universities, and will be of great interest to academics, policy makers, researchers and post-graduate students in the fields of higher education, comparative education and African studies.

**Managing Quality in Higher Education**

This study addresses debates on academic standards and quality assurance from the perspectives of institutional leaders, national quality bodies and higher education researchers. It includes the results of studies of the impact of external quality assurance upon management and decision making.

**Total Quality Management in Education**

Online distance education continues to grow at a fast pace, even outpacing the overall growth of U.S. higher education. Demands for quality are coming from all shareholders involved. As if caught by surprise, a patchwork response to quality is often the typical organizational response. The result can be inconsistent and uncoordinated levels of value to those invested in online learning. This often promotes negative images of the educational experience and institution. Comprised of highly regarded experts in the field, this edited volume provides a comprehensive overview of quality assurance, a snapshot of current practices and proven recommendations for raising standards of quality in online education. Topics discussed include: * Improving practices for teaching online * Using educational analytics for quality assurance and improvement * Accessibility: An important dimension of quality assurance * Assuring quality in online course design * Assuring quality in learner support, academic resources, advising and counseling * The role and realities of accreditation This text clearly answers the call for addressing quality from a broad, deep and coordinated understanding. It addresses the complexities of quality assurance in higher education and offers professionals top-shelf advice and support. *This text is also appropriate for students enrolled in Educational Technology and Higher Education Administration Masters and PhD programs

**Global Challenges, National Initiatives, and Institutional Responses**

This edited volume examines the importance of quality issues in contemporary higher education systems in the Asia Pacific. Part One foregrounds relevant discussions of ‘quality’ within today’s globalized, interconnected, and complex higher education systems while Part Two focuses on selected universities in the Asia Pacific region. Chapter contributors discuss how quality issues and quality assurance mechanisms are implemented in their situation-specific systems. Part Three extends the research of higher education quality assurance in Hawaii Pacific University (HPU) and the diverse international student body in the Australian higher education system. The conclusion chapter discusses a typology of methods used by higher education systems in establishing effective quality assurance mechanisms.
Introduction to Total Quality Management in Higher Education

This open access volume raises awareness of the histories, geographies, and practices of universities and analyzes their role as key actors in today's global knowledge economy. Universities are centers of research, teaching, and expertise with significant economic, social, and cultural impacts at different geographical scales. Scholars from a variety of disciplines and countries offer original analyses and discussions along five main themes: historical perspectives on the university as a site of knowledge production, cultural encounter, and political interest; institutional perspectives on university governance and the creation of innovative environments; relationships between universities and the city; the impact of universities on national and regional economies and cultures; and the processes of internationalization through student mobility, the creation of education hubs, and global regionalism in higher education.

Quality Assurance In Higher Education

A timely intervention as higher education in India begins to pay equal importance to Quality, alongside Access and Equity. Indian higher education is the third largest in the world. It is undergoing unprecedented expansion and reforms. Yet, no Indian university figures among the World's Top 100! The problem lies primarily with the quality of higher education. This book serves as a quality management guide for the heads of colleges and universities, focusing on issues, techniques and improvement at the institutional level. In building up a sound framework, it effectively combines generic methods and techniques with specific mechanisms of quality assurance for in-campus activities such as curriculum planning, teaching learning processes, human resource management, infrastructure management and information and communication technologies. The author's expertise as a management scientist, trainer of heads of higher education institutes and experience of institution building gives the book an extra edge.

Quality Management Implementation in Higher Education: Practices, Models, and Case Studies

The concept of quality in higher education is by no means a new one. By one set of definitions or another, colleges and universities throughout the world have always held the pursuit of excellence as their primary goal. Why then has the quality approach, developed and popularized in industry, and how increasingly applied in health care and government, receiving so much attention in higher education at this moment? What does this perspective add to the approaches to excellence with which they have long embraced? These are the two primary questions that this book seeks to address. Chapters and contributors include: "The New Productivity" by Peter F. Drucker; "World War II and the Quality Movement" by J. M. Juran; "The Quality Approach to Higher Education: Context of Concepts for Change" by Brent Ruben; "The Big Questions in Higher Education Today" by L. Edwin Coate; "An American Approach to Quality" by Marilyn R. Zuckerman and Lewis J. Hatala; "Quality in Higher Education: Critical Issues in Definition and Assessment" by Brent Ruben; and "Ten Areas for Future Research in Total Quality Management" by A. Blanton Godfrey. The volume is graced with an opening essay by Francis L. Lawrence, president of Rutgers University. Higher education is in the public spotlight today due to the many challenges it now faces: rising tuition costs; frustration about a tight job
market for graduates; calls for increased faculty productivity; concerns about political correctness; and criticisms regarding the use of grant and research funds, among others. Quality in Higher Education is a particularly timely book that will greatly benefit educators, university administrators, students, and sociologists, and all those who are interested in higher education today.

The Implementation of Total Quality Management in Higher Education

This book focuses on quality work in higher education, and examines the relationship between the organizational and pedagogical dimensions of quality work in higher education. Bringing together different disciplinary traditions, including educational science, sociology, and organisational studies, it addresses the following principal research question: How is quality work carried out in higher education? The book addresses a wide variety of academic, administrative and leadership practices that are involved in quality work in higher education institutions. The chapters in this book examine core issues crucial in the design and content of study programs, such as modes of teaching, learning and curricula design, as well as institutional practices regarding assessment and quality enhancement. The introductory and concluding chapter present an overarching focus on quality work as a lens to analyse intentional activities within higher education institutions directed at how study programmes and courses are designed, governed, and operated.

Handbook of Research on Quality Assurance and Value Management in Higher Education

Previously, key levers of higher education have seemed to be the learning organization, work-integrated learning for life-long learning, and learner-centered pedagogy. However, funding evolution and the integration of digital tools are changing professional styles and learning behaviors. Nonetheless, the sustainability of higher education requires quality agreement based on ethical, robust, and replicable pedagogical approaches. The Handbook of Research on Operational Quality Assurance in Higher Education for Life-Long Learning is a comprehensive scholarly book that focuses on the evolution of the education framework and job market as well as necessary changes needed in organizations to reply to life-long learning and competency-based training initiatives. Highlighting topics such as digital environment, e-learning, and learning analytics, this book is essential for higher education faculty, managers, deans, professionals, administrators, educators, academicians, researchers, and policymakers.

Impact Evaluation of Quality Management in Higher Education

This book provides a brief history and review of the development of Total Quality Management as we know it today, and it serves to introduce the approach to institutions of higher education which seek proven methods to attain or improve quality. The book does this by offering successful examples of how colleges and universities can adapt TQM to fit their needs.

Achieving Quality Learning in Higher Education

This title was first published in 2001. Universities in developing countries have followed their counterparts in developed countries and adopted quality assurance to improve the quality of their activities. This text examines the wisdom of such a move when many of the conditions necessary for its success are not present. It concludes that quality assurance can be useful in
developing countries because it shows how a university's seemingly disparate activities are related to one another to serve a common goal and how the quality of these can best be improved by using an integrated approach. Quality assurance also provides more focus and direction to the work of the traditional university system. However, it must be modified to suit the conditions prevailing in developing countries by being simple in design, modest in expectations and realistic in requirements.

Designing Effective Quality Management Systems in Higher Education Institutions


Geographies of the University

This volume works towards overcoming the lack of systematic impact evaluation in higher education, particularly analyses which are not restricted to ex-post gathered data and expert assessments. Since (higher) education is more important than ever in knowledge societies, high priority should be ascribed to quality management (QM) in higher education institutions (HEIs). Consequently, impact evaluation of QM effectiveness is indispensable because it generates the knowledge required for quality (management) improvement. The introductory chapter elucidates the motivation and objective of impact analyses of QM in HEIs and provides an overview of the volume's other contributions. One chapter reflects on success factors and un/intended effects of QM, while another one analyses more discoursive ways of evidence-informed guidance of QM policies which are complementary to rigorous impact studies. Five chapters investigate QM effectiveness in HEIs by ex-post and simultaneous impact evaluation in European case studies, including assessments of students, teachers, quality managers, and institutional leadership. The case studies comprise universities from Germany, Spain, Finland, and Romania. The final chapter reports a SWOT analysis of impact evaluation of QM in HEIs, which is suggested as a tool for bridging the notorious gap between the demanding methodology of impact evaluation and its proper implementation. This book was originally published as a special issue of the European Journal of Higher Education.

Handbook of Research on Operational Quality Assurance in Higher Education for Life-Long Learning

In this book we aim to discuss and reflect on how HEIs are coping with the demands placed on them and how the various dimensions of change are intertwined. In particular, we aim to discuss the following questions: How do governance regimes steer higher education institutions? This part of the book focuses its attention on how higher education and research institutions operate under different governance regimes at international, regional and national
levels, and how that context shapes governance and management arrangements at institutional level. How are institutions managing their quality and performance? This part deals with the systems institutions are developing to manage their quality and their wider performance to cope with the internal and external forces pressing them to constantly improve their levels of quality and wider performance in teaching, research and third mission. How are higher education professionals responding to the transformations? This part is devoted to investigate the ways academic and non-academic professionals working in higher education and research institutions respond to the transformations occurring in their organisations, and changes in practices and functions performed by those working in higher education. It also explores the implication of higher education transformations on students.

**Total Quality Management in Higher Education**

Ethics, entrepreneurship, and governance are very essential and crucial for the sustainable development of institutions of higher education, especially in the face of moral ambiguity or ethical lapses that could occur. As such, it is vital to explore how to facilitate the effective and efficient development of higher education institutions to put into practice ethical behaviors and entrepreneurial values for the progressive future of society. The Handbook of Research on Ethics, Entrepreneurship, and Governance in Higher Education is a pivotal reference source that provides vital research on the application of ethics, entrepreneurship, and governance in higher education institutions. Featuring coverage topics such academic misconduct, ethical leadership, and student values, this publication is ideally designed for educational administrators, professors, academicians, researchers, and graduate-level students seeking current research on the impact of globalization on the ethics and governance in higher education through various policy decisions and practices.

**Quality Assurance in Asia-Pacific Universities**

**Quality Assurance in Higher Education**

Quality accreditation in higher education institutions (HEIs) is currently a buzzword. The need to maintain high-quality education standards is a critical requirement for HEIs to remain competitive in the market and for government and regulatory bodies to ensure the quality standards of programs offered. From being an implicit requirement that is internally addressed, quality assurance activities become an explicit requirement that is regularly audited and appraised by national and international accreditation agencies. HEIs are voluntarily integrating quality management systems (QMS), institutional and program-specific, in response to the political and competitive environment in which it exists. Through its higher education department or by creating non-profitable accreditation bodies, many governments have implemented a quality framework for licensing HEIs and invigilates its adherence based on which accreditation statuses are granted for HEIs. Global Perspectives on Quality Assurance and Accreditation in Higher Education Institutions provides a comprehensive framework for HEIs to address quality assurance and quality accreditation requirements and serves as a practical tool to develop and deploy well-defined quality management systems in higher education. The book focuses on the critical aspects of quality assurance; the need to develop a concise and agile vision, mission, values, and graduate attributes; and to develop a system that effectively aligns the various activities of the HEI to the attainment of the strategic priorities listed in the institutional plans. The chapters each cover the various facets of the quality assurance framework and accreditation agencies’ requirements with practical examples of each.
Quality Management Principles and Policies in Higher Education

One of the key elements in determining the socio-economic significance of education is quality. Quality management plays an integral role in higher education by ensuring that quality benchmarks are being met, thereby attributing to its prestige, increased enrollment, and student success. Quality management policies must be successfully implemented for the institution to thrive. With quality management still in the growing stage, research is needed regarding the applications, challenges, and benefits of these policies within advanced academics. Quality Management Principles and Policies in Higher Education provides emerging research exploring the theoretical aspects of quality management policies and applications within the educational field. Featuring coverage on a broad range of topics such as faculty involvement, administration practices, and critical success factors, this book is ideally designed for educators, administrators, educational consultants, researchers, policymakers, stakeholders, deans, provosts, chancellors, academicians, and students seeking current research on successfully implementing quality management systems in teaching, learning, and administrative processes.

The Rise of Quality Assurance in Asian Higher Education

This book provides a brief history and review of the development of Total Quality Management as we know it today, and it serves to introduce the approach to institutions of higher education which seek proven methods to attain or improve quality. The book does this by offering successful examples of how colleges and universities can adapt TQM to fit their needs.

Total Quality Management in Higher Education

For higher education in the UK, the Government is committed to an overt link between quality assessment and funding decisions. However, there is no current agreed definition of quality; and if there is no consensus about what quality is in higher education, how can it be assessed? This book was stimulated by, and reflects some of the debate following the publications of the 1991 Further and Higher Education Bill and its subsequent enactment. It also draws on the preliminary findings of a major national research project funded by a partnership of government, business and higher education, designed to develop and test methods for systematically assessing quality. The focus here is on the quality of teaching and learning. The book illustrates the extent to which quality has overtaken efficiency as the key challenge facing higher education in the 1990s. It underlines the growing awareness that institutions are accountable not only to the government which funds them but also, in an increasingly competitive higher education market, to the customers - the students. The book therefore signals the early stages of what threatens to be cultural revolution as profound as that which has transformed the behaviour of organizations in the manufacturing and commercial sectors.

Quality Management in Higher Education

This authoritative edited volume examines the drivers of higher education in the Gulf region. It offers insightful analyses and examines contemporary pedagogical, management, strategic, and relevant issues on quality education that confront higher education institutions. Written by
higher education specialists, curriculum developers, and policy makers from diverse international backgrounds, the book analyses issues affecting the Gulf Cooperation Council (GCC) region, with a particular focus on Oman and Saudi Arabia. It is divided into regional and non-regional drivers and considers drivers as potent enablers of a management system and educational structure at the intersection of quality education and quality management in higher education. Chapters include discussion of organisational, management, and policy issues including strategic innovation, internationalisation, quality assurance, and global rankings of higher education institutes. The book includes discussion of the challenges posed by the COVID-19 pandemic on teaching and learning policies, practices, and programmes. This book will serve as an essential reference for quality management in higher education institutions in the Gulf, and will be highly relevant reading for academics, researchers, and students of higher education, education management, and quality education in the Gulf region.

**Impact Evaluation of Quality Management in Higher Education**

The significant growth of number of students enrolled in tertiary education institutions in the recent past decades has caused an unprecedented expansion of higher education systems. The rapid and constant social, economic and technological mutations and international competition make the importance of qualitatively well-educated citizenry and labor forces very decisive. Globalization has developed a powerful impact on the development of higher education and imposes new challenges for the organization (standards, financing, regulations). Systems of higher education tend to detach from the national models and adopt a more "global" orientation. The implementation of quality assurance is one of the recent and most decisive transformations of higher education. Different higher education systems are trying to develop assessment tools (internal and external) to improve the quality of teaching, research and extension activities, and these are either based on experiences of selected countries or are extensively country specific. The quality assurance procedures that were often dependent on national directorial traditions have gradually tended to converge and led to a setup of common tools and standards. Countries under a centralized system tend to impose a uniform and general model while decentralized systems give greater freedom to universities to set up their own quality. International rankings of universities also contribute to impose a set of transnational standards and values, which is also being considered as indicative by the stakeholders. The present book tries to look at the quality assurance mechanism, international rankings and its impact in both absolute and comparative fashion in context of 11 countries from different parts of the world.

**Quality Assurance in Higher Education**

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