

Application of ISO – 9001: 2008 in Academic Institutions

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Abstract

ISO is the “International Organization For Standardization” As for manufacturing and service industries, ISO – 9001: 2008 certifications is also needed for an Academic Institution. Basically University, College or School all can be considered as service organizations serving society. These Institutions follow Process Approach of transforming inputs as students into matured human resources being capable of taking proper decision to help in improving and growth process of the society and nation. This transformation is done through teaching – learning process. To ensure effective and efficient functioning of educational organization, one important aspect is to determine and manage various linked activities in the teaching – learning process. These linked activities are to be properly managed through promoting and adopting of a process approach to develop, implement and improve the effectiveness of a quality management system, to enhance satisfaction of the society and nation as customers by properly meeting their requirements.

ISO – 9001: 2008 including Guidelines for application of ISO – 9001: 2000 in education acts as a helping tool to fulfill those requirements. Towards improvement of performance of any academic institution, the following management principles are identified.

1. Customer Focus.
2. Leadership.
3. Involvement of teaching and non- teaching staff.
4. Process Approach.
5. System approach to management such as Vice-chancellor of university, Principles of college and head master of school.
6. Continual improvement.
7. Factual approach to decision making process.
8. Mutual beneficial supplier relationship.

This international Standard specifies the requirements for quality management system where an academic institution needs to demonstrate its ability to consistently provide the proper educational design and development, educational delivery process, procedures for implementation and the measurement of results. This helps in meeting statutory and regulatory requirements of society and nation.

The documentary requirement is to have

1. Quality Manual.
2. Six mandatory quality management system procedures.

If this international standard can be adopted properly by an educational organization and certification by third party can be obtained, the nation and society will be benefited from that academic institution.

Keywords

Customers’ requirement and satisfaction, leadership, process approach, continual improvement and documentations.