



---

## TOTAL QUALITY MANAGEMENT IN TEACHING

*Ajay Batra*

*Assistant professor, Shanti Tara Girls College, Ahmedgarh (PB), India*

---

### Abstract

*Total quality management is an approach towards quality regarding customer satisfaction, employee satisfaction and improvement in quality of products and services. The concept of TQM was developed by an American W. Edwards Deming. He introduced this concept for improving the quality of various products and services. Earlier it was just related with the quality of products but now other areas like marketing, finance, customer service has also joined total quality management. TQM works on the belief that there is always a scope for improvement. Mistakes can be avoided and defects can be prevented by skill development, training and screening continuously for better performance. Total quality management is related to the monitoring of quality throughout the organisation by everyone in the organisation. TQM emphasises continuous improvement in quality and satisfaction of the customer, supplier, employees etc. By achieving quality standards efficiency of worker move up resulting in higher morale of the workers. TQM changes the culture of the organisation by continuous improvement in processes, products and services.*

*Key Words: TQM (Total quality management), T&L (Teaching & Learning).*

### Rationale of TQM in teaching

Some studies pointed out that teachers manage, facilitate and work continuously to induce an urge to learn, imparting knowledge and developing right attitude of students which ultimately means shaping a mind as per set objective. The applicability of TQM theories in the educational sector has attracted the interest of many theorists and practitioners. Educational institutions have applied TQM for many reasons that manufactories and businesses have instituted quality programs TQM models must be redesigned to fit the educational purposes in schools. If Schools feel it necessary to boost the quality of the teachers, the student's inputs and technological resources in the system, the quality of the output should depend on the efficiency of T&L practises. The principles of TQM could be applied as a tool for boosting the student's moral, raising productivity, saving time, empowering people at all levels, enhancing moral, and providing higher quality services to customers. In other words, by applying TQM principle, improvement in quality helps to decrease waste and raise productivity hence keeping costs low and raising student satisfaction.

The improvement of quality in some area such as industry, manufacturing, health and education is considered as a necessity. One of the key issues to increase quality of education is improving the quality of Teaching and Learning (T&L) process. One way to achieve this goal is application of Total Quality Management (TQM) model in the T&L process. This paper focus on describing the method which educators can use to apply TQM in the education and classroom to enhance the quality of T&L process. It is also describes limitations and requirements to applying TQM and this model in educational systems especially in the classroom. Finally, some TQM tools for analyzing student's assessment and outputs have been introduced.



### **Teaching staff and TQM**

The staff of an organization may resist change through TQM for various reasons. They might be afraid of the unknown or they might lack time and resources. Addition to lack of time and resources, lack of understanding TQM can be another obstacle facing TQM implementation in education or a main cause for its failure. However, the process of reform based on the other studies findings is still going on, it is not easy to see how schools are dealing with the changes. That there are various criteria for classroom teaching and these predominantly include the following with regard to teaching excellence.

- Active learning process to involve student in classroom.
- Mastery of content and the ability to communicate it.
- Concern for student's learning and progress.

### **Teaching and Learning Process and a TQM model**

Implementing TQM in education is not easy and the process for achieving success is long and faces some obstacles and problems in preparation and through implementation. To avoid these obstacles or try to minimize them, there is a need to review them. One of the problems associated with the implementation of TQM in education is the commercial undertone of the language, or jargon which is utilized. The focus on the quality of T&L process in school which is very important for educational system. Students have the right to obtain the best quality education. In this model, it is required that the teachers be ready to welcome changes in their methods of teaching and presenting course materials through innovative methodology. Another essential need for TQM implementation is training and education. As mentioned above, a cause of the failure of TQM is a lack of understanding about TQM and a lack of appropriate skills. TQM training is required for everyone in the organization whether they are managers or staff. Understanding TQM helps to develop commitment to its application. It is important for education providers to improve quality of service by understanding students need.

Other infrastructure facilities that support this process, as well as external customers are the employers who are finally utilizing the service of the educated graduates. According to the model, for improving stage with CI and effectiveness of the T&L process flows into the feedback control process, it is needed to monitor and determine the corrective actions of output assessment. As we see this process includes a range of concepts from employee involvement, teamwork, and a series of quality improvement tools like Deming's improvement cycle: Plan, Do, Check and Action (PDCA). It is also show that, teachers should define, monitor, control and deliver the T&L improvement process, and work continuously to improve the T&L process in incremental steps by soliciting feedback from the students and drive the students to learn. In this approach, T&L process transforms raw students (internal customers) into knowledgeable and skilled students to employers (external customers) over school years. In this regards student slowly increase him/her self worth or value through his/her education experience. It is import to consider the output product not only the students but also the education of the students. One of the other aims of this model is not only to improve student learning by improving results includes less wastage of school resources like time, energy, and money but also by producing students with desirable knowledge and skills.

### **Evaluation, assessment process and Tools**

Base on TQM; evaluation and assessment is one of the most important parts of each process. This model adopts evaluation and assessment as Continuous Improvement processes that contribute to the



enhancement of quality. Producing quality graduates requires identifying activities that need to be controlled, monitored and overseen throughout the complete cycle of the T&L process. One of the important features in this model is the measurement of performance to ensure conformance to student's expectations. It means that people individually knows what exactly needs to be changed without clear analysis and understanding of feedback results and also cannot make any effective and efficient changes. For example, to be 'fit for use, the collected feedback must produce quality information that can guide the designing and redesigning of the T&L process. Getting reliable feedback information concerning one's actions is essential to continuing the incremental improvements process especially designed for each semester. Otherwise we will not know how well the students are learning or how students respond to specific T&L approaches. In addition to course grades, marks ,syllabus, examination/test papers, in-class activities, student performance on tutorial problems ,suggestion boxes, student critiques, peer and student feedback, class interview techniques ,surveys and evaluations form are a part of the TQM teaching process to establish quality standards .Some researchers presented some of the most common TQM tools such as: brainstorming and affinity diagrams, cause and effect, , flowcharts and modelling diagrams, focus groups, force field analysis, histograms, pareto charts / analysis, PDCA , pie charts and bar graphs, relations diagram, run chart, scatter diagram, tree diagram . All of these TQM tools can be easily created and examined by using various types of computer software or by simply mapping them out on paper. They can also be easily integrated into team meetings, organizational newsletters, marketing reports, and for various other data analysis needs.

## **CONCLUSION**

For any continuous improvement effort to be effective, quality and reliable feedback information is essential and important in the evaluation procedure of T&L with the output clearly defined and measured. It involves processes that continuously collect, analyze, and act on customer information. TQM is one of the most useful tools in the arena of T&L practices in education. The challenge is to ensure every student can be benefited from the T&L process by giving them enough time, support, motivation, resources and opportunity to learn to reach the agreed standard of excellence in education in a total quality environment. Therefore, the researchers chose a TQM model which is adopted to view the quality of teaching that actively involves interactions and participations with the students. Based on the previous studies and TQM philosophy, it requires having the correct attitude and approaching with the ultimate aim to continuing striving to improve all areas of entrusted responsibilities. It also introduced some TQM tools to enhance T&L quality that allows one to follow clear aims and objectives; makes Continuous improvement in teaching, learning and assessment methods; and is willing to be judged by others. In order to have an applying TQM in T&L process, good teaching matters as quality teaching produces quality learning that creates quality students and makes students satisfied is necessary.