

REVIEW OF ISO CERTIFICATION FOR TECHNICAL establishment

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Abstract : Technical Education in geographic region is driven towards commercialisation resulting in mushrooming of schools, and stiff competition. However, in most of the cases the direction connexion, and quality of engineering education are questioned. I.T.I.'s area unit related with several uncontrollable parameters like quality of input, Technical information. additionally external threats from Industries. United Nations agency have knowledgeable outlook and client orientation, increase the business pool particularly within the technology space. Considering the dynamic external surroundings, rigid operating system, stiff competition, decline of funds, reduction within the intake seats not being crammed, and demand for answerableness from stakeholders and customers, perspective of quality has crept in, and also the want for a top quality system is felt.

Keywords : Total quality management, leadership, management, quality and cooperation.

1 INTRODUCTION

The pursuit of quality improvement has been one amongst the education and institute biggest initiative and most wanted goal within the late twentieth century. It clearly is a very important consider competitive with success within the international market place. The mission and vision statement towards quality within the education method is as underneath.

1.1 MISSION

“To prepare competent want base Human resource and accountable subject for Technical profession through dissemination of information and development of technical skills.

1.2 VISSION

“To become a bench mark technical establishments wherever learning could be a joy, education is for tomorrow, R & D is pace setting and each one is committed to delivery competent human, resource for prosperity and well being of business, Profession and society.”

it's doable to realize excellence and leadership all told our endures to counterpoint our customers by

- *Impairing globally competitive Technical Education*
- *Creating competent, price based mostly Professionals*

1.3 QUALITY

Whereas the normal total quality programs were developed for and area unit primarily utilized in production or Institute surroundings there's a growing trend to use these programs most, of them statistically based mostly to the service and body areas furthermore.

Why is quality therefore vital? Well is agreeable our client is vital to United States of America and our organization and that we submit it's the foremost important issue United States of America will do then the standard of our product or service additionally are going to be a very important concern of our product.

2 LITERATURE REVIEW

This transient literature survey discusses a number of the aspects of Total Quality Management. Text & paper covering all space of the topics has been taken from the assorted publications, national & international journals & E-journals.

Quality within the Communications process- Charles A. Sensstock, Jr. (i). to use quality improvement technique to communication method that could be a major a part of quality

improvement in institution. The pursued of quality improvement program a very important consider competitive with success within the international market place.

what's Six Sigma? by Peta Pande and Larry Holpp. (ii). Six letter of the alphabet has gained as having following quantity existing for defects eliminates and products will increase and dramatically increase client satisfaction. The thought of six letter of the alphabet is applied to industries to realize customers satisfaction.

Jaideep Motwani, Ashok kumar written a article on the requirement for implementing TQM in education (iii) within which they appearance at the relevance of TQM in education & a number of the considerations self-addressed within the literature. Explores the various approaches employed by many instructional establishments in implementing TQM

J. William Ray Jnr. & D.W.Yates within their literature Implementing TQM in the schoolroom : removing concern (iv) recounts the continued efforts of the American state technical school University newt programme to implement Demings fourteen points. They mentioned the policies & its implementation, however it's conferred to the scholars, measures of effectiveness, and numerous drawbacks of the policies.

Marry Anderson conferred paper on TQM in educational activity (v) The aim of this paper is threefold : first, to seem at the thought and which means of the internationalisation of upper education; second, to explore the problems of quality within the educational activity sector and their relationship to the internationalisation process; and, finally, to supply an outline of quality assurance systems among technical school Australian and Swedish educational activity sector.

Alexandros G. Psychogios & Constantinous Vasilios Priporas. (vi) conferred qualitative analysis on managers awareness of TQM in business. This study addresses managers' awareness and familiarity with Total Quality Management (TQM). the most important argument of the study is that though the form TQM and a few of its ideas and practices area unit celebrated by a variety of public and personal sector managers, actual awareness of its

“soft” aspect is usually superficial, and managers have a comparatively poor understanding of it. TQM is neither resisted nor directly absorbed by them, however they have a tendency to examine it from the technical purpose of read, being aware solely of the importance of its “hard” aspects.

Jamal K. Al-Dabal (vii) Throughout the various Master in Business Administration modules, He thought plenty concerning the factors that provide corporations a competitive advantage. Since TQM was conferred in concert of the theories that result in competitive advantage, He wished to any investigate the validity of such a proposal.

V. P. Gosavi (viii) urged TQM in engineering schools in step with him recent developments in engineering education and advancement in many technologies demands excellence and wonders! The author has mentioned implementation of TQM in engineering institutes in an elaborate way injecting it, to all or any levels, with assurance of desired results, bridging the gap between expectations and outcome.

Bodireddy Mahalaxmi & B. S. K. Reddy (ix) Investigate the implementations of TQM in an academic system. Total Quality Management (TQM) is recognized as a very important management philosophy and is wide utilized in all areas of instructional systems furthermore as industrial processes. This paper discusses the essences of total quality management (TQM) thought. The implementation of total quality management towards the tutorial method is known.

Peter Kia Liang Tan (x) Worked on analysis of TQM and also the techniques for winning implementations. He shows associate degree thorough analysis that specialize in the considerations of organizations in up productivity and profitableness levels by effective and economical suggests that mistreatment TQM.

Swapnil S. Deshmukh & Sanjay P. Salve (xi) Outlines the innovative techniques for teaching engineering graphics by applying TQM. in step with them TQM could be a philosophy and system for incessantly up the services and/or product offered to customers. TQM will facilitate a {college} & college offer higher service to its primary customers-students and employers.

A. Pal Pandi, U. Surya Rao & D. Jeyathilagar (xii) Studied the integrated TQM practices in technical establishments. The principles of TQM are with success adopted and applied within the field of upper education by developed countries like Japan, USA and UK. In India, particularly like IIT and leading technical establishments area unit active TQM philosophy. This paper studies the Integrated TQM in chosen establishments in Tamilnadu. The results of this study may be applied internationally with minor modifications supported culture and wish within the establishments of skilled learning.

Considering the world sinario employment chance, competition. it's desired to use this system to live the performance and deliver the goods excellence through this idea to the economic coaching Institute.

The continuous improvement focus of TQM could be a basic approach of fulfilling the answerableness necessities common to instructional reform. Innovative interactive techniques may be applied to enhance the interest of scholars and teacher. Therefore, the climate for learning is improved. completely different techniques may be used for teaching Engineering Graphics that area unit mentioned during this paper.

3. Instructional Leadership

3.1. Leadership is a vital ingredient in TQM. Total quality ought to be a passion and approach of life for those establishments United Nations agency try for TQM. a wonderful leader desires the subsequent views :

- A leader ought to encourage innovation among workers and be ready for failures.
- A leader ought to produce a way of family among workers, students, oldsters and lecturers.

3.2 A smart and committed leader United Nations agency is entrusted with TQM ought to take the subsequent steps to empower the workers.

- Involve lecturers and every one the workers in drawback finding activities.
- Consult instead of instruct.

- *Share the maximum amount info as doable to assist foster commitment.*
- *Enquire concerning the systems and procedures, that area unit preventing the workers.*
- *Rejuvenate skilled growth by shifting responsibility and management of skilled development on to the lecturers and alternative workers.*
- *Develop skills in conflict resolution drawback finding and negotiations among workers*

3.3 The leader in an establishment endeavor TQM ought to have the subsequent objectives:

- *To have a vision of total quality for the establishment.*
- *To communicate the standard message to workers, teachers, parents, student, community.*
- *To make sure that the customer's desires area unit of primary concern to the institute , its policies and practices.*
- *To make sure that there area unit adequate channels for the voice of consumers.*
- *To make sure that institutional structure clearly outline responsibilities and supply the most delegation compatible with answerableness*
- *To be committed to get rid of artificial barriers, whether or not they arise from management policies or culture of the organization.*
- *To develop acceptable mechanisms for observance and analysis of Success.*

4. Barriers to beat

There area unit many factors that will stand against a movement for Total Quality Management. it's out of the question to make sure associate degree surroundings within which all sections of the organization wholeheartedly comply with TQM in essence. There may be individual variations of opinion furthermore as collective opposition to a complete quality approach. There area unit apparently excusable reasons for resistance whenever innovations area unit introduced. This needn't build the project leader feel pessimistic. It solely indicates that larger quantity of labor must be done.

4.1. Vision and Mission of high Management

Unless the highest management contains a vision and it takes such vision to the men, the members won't be ready to share the vision. There could also be many missions which may be with success conducted by the men. it's doable that the leadership of the management has not thought of sharing its vision with the men.

A TQM movement ought to primarily get its vision cleared. The institutional vision has got to be place in clear terms in order that each member of the men is ready to grasp it. it's going to be necessary that the mission statement itself is formed with the assistance of the members of the men in order that it becomes their own product. Once they need accepted the vision, they'll be light-emitting diode to the mandatory missions to realize the vision. it's additionally doable {that every|that every} member {of every|of every} team can visualize the results of each one's or each team's missions.

4.2. self-complacency and Satisfaction

An outsized range of workers serving in numerous sections of the men could also be glad with no matter work that they had been doing. typically it therefore happens that customers don't complain against mediocrity. they're apparently glad. within the absence of challenges from customers the men is probably going to repeatedly perform within the same manner. this may end in self-complacency associate degreed an disposition to vary.

Success of TQM can rely upon the semipermanent devotion of the senior members of any stream of the men. Strategic aiming to persuade them would be a very important a part of surroundings building for Total Quality Management.

4.3. Volume of Work

A men United Nations agency had been playing with a selected style are going to be unwilling to abide by if asked to perform additional. TQM would positively demand additional work from the men. it'll arouse preparation of applied math documents. there'll be a necessity for systematic evaluations. of these place along would quantity to many work for every member of

the men. Therefore, TQ Managers have to be compelled to style and outline add such a fashion that the members of assorted groups aren't burdened with the sheer volume of the work itself. The increase within the quantum of labor ought to be seen by everybody as a necessity for winning production or performance. this can be doable only drawback finding techniques area unit used. thus TQM can't be associate degree order from the highest to figure more; it's to be a call by each stream of the men.

5. vital parts in Initiating TQM

5.1. SWOT Analysis

SWOT analysis has become a standard tool of strategic designing in organization. SWOT is associate degree form, that stands for Strengths, Weaknesses, Opportunities and Threats. it's the foremost effective suggests that of locating associate degree organization's potential so as to come to a decision on promotions, replacements or rehabilitation.

5.2. Strengths

To identify strengths associate degree associate degree analyst an analyst has got to answer many queries and list the answers. What area unit the positive aspects of the systems, methods, techniques, services and product of the establishment? once will the establishment do well? what's the networth of the institution furthermore as its people? What form of support is offered from customers or perhaps the final public? What variety of monetary investment is to blame for maintaining the institution?

5.3. Weaknesses

To identify weaknesses an analyst has to answer a few other questions and list the answers. What are the areas of work which could be improved? What is not working effectively? Why is it not working effectively? Which are the offices that are not working to standard? What actions are to be avoided? What is responsible for low productivity? Which process is responsible for inferior quality production or performance?

5.4. Opportunities

To identify opportunities an analyst has to ask some other questions and list the answers. What are the chances of improvement? Which are the places where one could sell the products? What action can assure better quality of the product? What new technology will guarantee quality? What policy will help increase production? What are the organization needs improvement for producing better.

5.5. Threats

To identify threats an analyst has to ask different questions and list the answers. What are the obstacles on the way to success? Who are the competitors in the field? Are the standards set too ambitious? Are there people who are not competent? Has the approach become obsolete? Is the demand lesser? Is there any value addition in the services or products?

6. Implementing TQM

In any institution a TQM movement has to be initiated and implemented by the top management. The implementation of TQM in educational institutions will begin by first identifying the reasons for change. TQM planning teams headed by the Principal of the college or Head of the Institution (Management) or his nominee should be constituted. The planning team will provide guidance and leadership to the TQM movement.

7. Other aspects of TQM implementation:

- *Baseline study and periodic assessment.*
- *Transparency in administration and self-disclosure scheme with regard to cash flow and payouts.*
- *Introduction of the concept of universal responsibility.*
- *In-house Newsletter.*
- *Institutional arrangement for quality assurance within the department and at the college level.*
- *Creation of human resource developers among teaching and non-teaching staff.*
- *Nurturing excellence in teaching.*
- *Maintaining infrastructure and responsive atmospheres.*
- *Inculcation high moral values.*

8. RESULTS & CONCLUSION

After implementation of Total Quality Management there is tremendous change in the overall environment of the institute. Their counseling with the students resulted in increased admission rates. Prior to implementation of TQM the dropout % of the trainee was near about 20% But after implementation of TQM the environment & the quality of training was so improved that the drop out % was reduced to zero which was due to pleasant atmosphere & advanced training techniques adopted after TQM.

As during Implementation of TQM the industry institute interaction was developed which resulted in the increased % of the placement of the students. The maintenance cost is also reduced due to proper check up of the machinery in time which helped in proper training to the students.

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