



TQM Policy

1) PURPOSE:

Atmiya University is committed to providing high-quality education and research that meets the evolving needs of society. We strive to create a learning environment that nurtures values, skill, excellence, innovation, and critical thinking through transformative learning.

Total Quality Management (TQM) is not a project. It is establishment of system that assures a continuous improvement. The initiative for creation of an institutional delivery mechanism, namely, TQM in Education has been taken up by the Atmiya University at a time when the educational scenario at the tertiary level is undergoing sweeping changes the world over in terms of curriculum, content, methodology, delivery, evaluation systems and the imparting of skills.

TQM is a people driven process. It involves changes in people's attitudes primarily. In addition, it deals with process orientation and continuous improvement of the process. It asks people to continuously look for new ways to adapt to the changing environment. It is a continuous improvement plan, with an effort to bring out the best for the stakeholders as well as for the institution.

The University is committed to implementing a TQM system to enhance institutional performance.

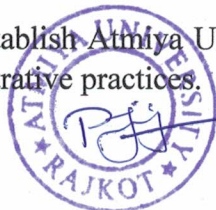
This system aims to:

- **Optimize** operational efficiency and effectiveness.
- **Foster** a culture of continuous improvement.
- **Elevate** academic standards and research excellence.
- **Promote** international best practices and global perspectives.

By integrating TQM principles, we will ensure a consistent, systematic approach to achieve our strategic goals and inculcating values to our student, faculty, staff, and the wider community which will ensure creation of student centric transformative university committed to holistic development with Intellectual, Emotional, Spiritual and Behavioural traits of its learners along with imbibing domain specific knowledge & wisdom.

2) OBJECTIVES:

- **Empowerment and Excellence:** Enhance the capabilities of students, staff, and institutional management to sustain and elevate quality standards.
- **Student-Centric Learning:** Continuously refine teaching methods, curriculum, and learning resources to optimize student outcomes.
- **Performance-Driven Improvement:** Foster institutional growth through effective feedback mechanisms and timely actions.
- **Global Quality Benchmark:** Establish Atmiya University as a national and international leader in academic and administrative practices.





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- **Research Innovation:** Encourage and support cutting-edge research to advance knowledge and benefit society.
- **State-of-the-Art Infrastructure:** Invest in modern facilities to enhance teaching, learning, and research.
- **Promote Sustainability:** Align University goals and strategies with relevant SDGs by adopting sustainable practices, conserving resources, and reducing environmental impact.
- **Robust Quality Assurance:** Strengthen internal quality assurance systems to monitor and evaluate quality practices at all levels.
- **Efficient Operations:** Implement streamlined academic and administrative processes for smooth operations and timely service delivery.
- **Ethical Integrity:** Uphold the highest ethical standards in all academic and administrative activities.

3) POLICY COVERAGE:

The Policy applies to all units of the University through continuous internal quality assurance system in order to achieve the Mission and Vision of the University.

4) QUALITY ASSURANCE COUNCIL:

As a part of the quality initiatives in the University, the University will set up a **Quality Assurance Council (QAC)** under the **Centre for Total Quality Management (CTQM)**. The CTQM framework includes cells under which committees and sub-committees will address all 12 verticals of HEI identified at Atmiya University namely: strategic planning, admissions, academics, human resources, student support system, knowledge creation and dissemination, social immersion & community engagement, collaboration & influencing, estate & infrastructure, financial management, governance and quality assurance & enhancement.

QAC Composition:

The composition of QAC is as per Guidelines of NAAC for composition of IQAC with external members and will play an advisory role in promoting and nurturing a culture of continuous quality improvement in the University:

S. No.	Designation	Membership
1	President of the University	Chairperson
2	Senior Teachers	Members
3	Administrative Official	Members
4	External Expert Quality Management /Industry / Local Community	Member
5	Co-ordinator of IQAC	Member Secretary





5) INTERNAL QUALITY ASSURANCE CELL:

The Internal Quality Assurance Cell (IQAC) will function under CTQM, It will have representatives from each committee / vertical in its composition without any external members & has only internal members for conception and nurturing of quality circles & quality pyramids to drive continuous enhancement in key areas such as academics, admissions, assessments, and placements.

IQAC Composition:

S. No.	Designation	Membership
1	Director of CTQM	Chairperson
2	Senior Teachers	Member
3	Administrative Official	Members
4	Students	Member
5	Co-ordinator of IQAC	Member Secretary

6) QUALITY ASSURANCE ACTIVITIES:

Enhance Teaching and Learning:

- Foster innovative teaching practices through faculty development programs.
- Promote the effective use of e-learning resources and Learning Management Systems.

Ensure Academic Excellence:

- Conduct rigorous academic and administrative audits to maintain high standards.
- Actively participate in National & International accreditation, ranking & rating processes (ISO, GSIRF, NIRF, NAAC, THE, QS etc.) to benchmark institutional performance.
- Recognize and reward outstanding teaching through the 'Best Teacher Award' program.

Support Student Success:

- Monitor student progress closely and provide effective mentoring.
- Organize seminars, workshops, and industry visits to enhance student learning.
- Strengthen career guidance, training, and placement services.
- Encourage student participation in sports, co-curricular activities, and community service.

Promote Research, Innovation and Consultancy:

- Motivate faculty to publish research in high-impact journals.
- Implement feedback mechanisms to continuously improve curriculum, university performance, and facilities.
- Foster entrepreneurship and innovation among students.
- Cultivate a sense of national responsibility and social consciousness.
- Explore new revenue streams through consultancy services.

Build Strategic Partnerships:

- Develop strong industry and academic collaborations through MoUs and linkages.
- Facilitate industry partnerships to enhance practical learning and career opportunities.
- Foster international collaborations to broaden academic horizons.
- Support faculty in securing research grants from state and central funding agencies.



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Strengthening Institutional Governance

- Implement a comprehensive governance framework that ensures decentralised, participative, transparent, accountable, and ethical conduct at all levels of the institution.
- Foster strong and effective leadership from the governing board, ensuring strategic direction, oversight, and accountability.
- Conduct periodic reviews and audits of institutional policies, procedures, and financial practices to identify areas for improvement.
- Establish a robust risk management system to identify, assess, and mitigate potential risks to the institution.

Developing Effective Leadership

- Offer leadership development programs for faculty and staff to enhance their leadership skills and competencies.
- Implement a mentorship and coaching program to support emerging leaders and facilitate knowledge sharing.
- Establish a robust performance management system to set clear expectations, provide regular feedback, and recognize and reward outstanding performance.
- Develop a comprehensive succession planning process to ensure continuity of leadership and institutional stability.
- Establish effective mechanisms for resolving conflicts and disputes in a fair and timely manner.

The University leadership team is committed to promoting a culture of quality and excellence. They will provide the necessary support and guidance to ensure the successful implementation of this policy.

By adhering to this TQM policy, Atmiya University aims to establish itself as a leading institution of higher education, providing a Transformative Education for its students and contributing to the betterment of society.


Director,
Centre for Total Quality Management
Atmiya University, Rajkot.




Registrar
Atmiya University
Rajkot