

Analyzing the Sustainability of Implementation of QMS Principles in Higher Educational Institutions (HEIs)

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Abstract

The purpose of this study was to determine the impact of ISO implementation on higher education (HEI) performance as measured using review policy techniques and how sustainable is the implementation process. Primary data was obtained by distributing the questionnaire to selected universities in Karnataka. The independent variable of this study is the application of ISO principles, and the dependent variable is the university's outstanding achievements in terms of finance, customer perspective, internal business perspective, and learning and growth perspective and how sustainable it is. The results of data processing show that there is a positive impact on the application of ISO to educational institution performance from a financial perspective, a customer perspective, an internal business perspective, and a learning and growth perspective increase. Based on these results, the authors suggest that institutions apply ISO principles in managing their institutions to improve their performance and have a sustainable process.

Keywords

ISO, Quality Management System (QMS) Principles, Higher Educational Institutions, Sustainability.

Biographies

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