

Application of ISO – 9001: 2008 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: Customer Focus, Leadership, Involvement of teaching and non-teaching staff and Process Approach. 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.

Keywords

Customers’ requirement and satisfaction, leadership, process approach, continual improvement and documentations, International Organization for Standardization, Academic Institutions, Customer Focus, Quality Manual and Mandatory Procedures

Biography

Rathindra Nath De is a faculty member at the Mechanical Engineering Department of Bengal Engineering and Science University, Shibpur, West Bengal, India. Mr. Nath De has 26 years Industrial experience as Head of Quality Assurance department and M.R. of a globally reputed multinational company's Rotating division from 1984. He has through knowledge on Materials, ISO 9000 Series, Process capability, Quality costs, 5S. Rathindra is a certified Lead Auditor for ISO 9000: 2000. He trained on materials and Quality System requirement, 5S, Dynamic Balancing of 2 Pole Motors, Painting Process. Rathindra earned B.E. in Mechanical Engineering in 1975 and M.E in Mechanical Engineering in 1979 with specialization in Industrial Engineering and Operations Research.