

**JAIPURIA INSTITUTE OF MANAGEMENT
INDIRAPURAM (GHAZIABAD)**

(Affiliated to Dr. A P J Abdul Kalam Technical University, Lucknow)

**INTERNAL QUALITY ASSURANCE CELL
(IQAC)**

P. K. Singh

Internal quality Assurance cell (IQAC)

The primary responsibility of IQAC is to ensure quality enhancement and sustenance. It ensures the efficiency and effectiveness of measures taken/methods used to provide high quality education and evaluate the degree to which each task is fulfilled. Since quality enhancement is a continuous process, the IQAC will become a part of the institution's system and work towards realization of the goals of quality enhancement and sustenance.

Members: The IQAC has dean and faculty as members and Director as chairperson.

Goals of IQAC:

1. To develop a quality system for conscious, consistent and catalytic programmed action to improve the academic and administrative performance of the institute.
2. To promote measures for institutional functioning towards quality enhancement through a quality culture and institutionalization of best practices.
3. To develop metrics to assess the effectiveness of curricular, co-curricular and extra – curricular activities.
4. To measure and document actual performance, determine deviations and provide feedback for improvement.
5. To sustain and enhance the Quality Initiatives of the Institute.
6. To achieve excellence in Quality Assurance.

Primary functions of IQAC

The IQAC comprises of senior faculty members, distinguished educationists representatives of management and various other stakeholders.

It has to undertake the following activities:

- Timely documentation and progressive performance of academic and administrative tasks
- Optimization and integration of contemporary methods of teaching-learning and evaluation.
- Heightened level of clarity and focus in institutional functioning towards quality culture
- Integration and institutionalization of various activities to facilitate good practices

Shreyas

JAIPURIA INSTITUTE OF MANAGEMENT

Quality Assurance Policy (MANUAL)

PURPOSE:The purpose of the Quality System Manual is to develop and implement the Quality Management System adopted by the Institute. It has been prepared to outline how the Institute conducts its affair with respect to the achievements and assurance of quality. It is also intended to serve as a document for the Institute own staff/ work force for the understanding of the Institute's Quality Policy and Objectives.

SCOPE: This describes the way in which QSM is operated by the Institute, satisfies the requirements of the ISO 9001:2008.

Profile of the Institute

Jaipuria Institute of Management Indirapuram Ghaziabad Delhi NCR, was established by fulfilling all the norms regarding academic, financial and social aspects set by concerned statutory bodies. The Institute started a full time 2 years master degree course in Business Administration (MBA), from the academic session 2001. In the year 2002, this course was duly approved by AICTE, Ministry of HRD (Govt. of India) and affiliated to Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow. At Jaipuria we strive to maintain an environment that encourages scholarly inquiry and research, a spirit of creative independence and a deep commitment to academic excellence. We see our students as unique individuals with different interests and aspirations. The programs and activities aimed at developing quality of mind, ethical standard, social awareness and global perspectives, let the students shape their own Jaipuria experience and grow. Our alumni have excelled in varied fields such as business and industry, administrative and regulatory services, research and education and social and human rights organizations.

D. N. Singh

GENERAL REQUIREMENTS

The Institute has established, documented, implemented and is maintaining a Quality Management System as per the requirements of ISO 9001: 2008 international standard. Continuous improvement in the effectiveness of quality management system is as per planned arrangement, reviews and necessary actions.

The Institute has:

- a) Determined the processes needed for the quality management system and their application throughout the organization process pertaining to all requirements of ISO 9001:2008 standards are being carried out in the Institute and no clause is excluded. The processes needed for the process for management activities, provision of resources, instructional design, delivery and control and measurement.
- b) Determined the sequence and interaction of the processes of the quality management system. This includes process pertaining to instruction planning, delivery and control as well as support, service and administrative processes.
- c) Determined the criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) Ensured that all the resources and information required for operation and monitoring of the processes are available from time to time.
- e) Has planned arrangements for monitoring measurement, wherever applicable, and analysis of the processes.
- f) Has implemented the planned arrangements along with their control mechanism for the achievement of planned results and for continual improvement of the processes.

The management in accordance with the requirements of ISO 9001:2008 International standard is managing the processes. The University conforms to all regulatory requirements like NBA, AICTE, as per Ministry of HRD.



ACADEMIC PROGRAM

The institute as of date offers 2 year Full time MBA program affiliated to APJAbdulKalam Technical University, Lucknow (UP)

VALUE ADDED COURSE/PROGRAMME

The Institute organizes various need based workshops and short term courses ranging from 2 days to several weeks duration for the in-service professionals, and managers. On the successful completion of this programme, participants are awarded certificates.

SALIENT FEATURES OF THE MBA DEGREE PROGRAM:

- * Semester system
- * Continuous evaluation of the students' performance
- * Degree from recognised university
- * Dual Specialisation
- * Flexibility to students to select specialisations and move at an optimum pace suited to their ability, capacity and interest.

MEDIUM OF INSTRUCTION

The medium of instruction at JaipuriaInstitute of Management is English.

SOURCES OF FUNDING

The Institute generates its own resources through collection of fees from the students.



Planning For Quality

The following are the targets set after due planning for quality measures:

1. Communication of Objectives and Targets: The objectives and targets are communicated at the beginning of the academic session. There are a set of objectives for the Faculty and administrative offices.
2. Management Information System (MIS) : The MIS format is duly filled by the respective faculty and all the details are hereby recorded by IQAC. The MIS consists of areas like Publications, projects undertaken, extra-curricular and co-curricular activities, syllabus completion status, result analysis and placements. The format is reviewed and fine-tuned periodically.
3. Design of Feedback forms: The feedback forms to be received from various stake holders like Student Feedback, Parents feedback and Employer feedback are designed by the IQAC and collected every academic year.
4. Preparation of Academic Calendar: Annual academic calendar is prepared by the Director and is conveyed to the coordinators for the implementations and follow up actions.

D. N. S. S.

SUPPORT IN QUALITY SUSTENANCE & ENHANCEMENT

The IQAC acts as a catalyst for Quality Sustenance & Enhancement. The ten activities which are coming under the ambit of IQAC are:

1. Preparation for ISO Certification for ISO 9001 : 2008: Audit of the constituent units and administrative units so as to renew the ISO certification every year, is conducted by the Director (IQAC) and the Dean (Student Welfare)
2. Convening Biannual Management Review Meetings: Management review meetings are conducted twice a year. One during April for the period covered October to March and second during October for the period covered March to September. IQAC helps in convening the meeting and preparation of the minutes.
3. Self-Appraisal Report from faculty members: Self-appraisal report is to be filled by the faculty members once a year.. The Performance Based Appraisal System (PBAS) deals with the analysis of the self-appraisal submitted by the faculty members. The same is analyzed and relative scores are drawn. Areas of improvement are identified and discussed with the concerned faculty member.
4. Students' feedback of the courses and the evaluation of teachers: The feedback forms are circulated to the students at the beginning of the odd semester and at the end of the even semester to get the feedback of each subject faculty.
5. Academic & Administrative Audit(AAA) : AAA of the departments is conducted once in 3 years. The departments are assessed based on parameters covering Department Profile, Curriculum Design and Development, Infrastructure and Learning Resources, Research, Consultancy and Extension. Infrastructure & Learning Resources, Organization and Governance, Innovative Practices and Placement & Progression. IQAC helps in the conduct of AAA. It is conducted by a team comprising of both internal and external members and headed by the Director.
6. Collation of information for Ranking Agencies: IQAC helps in collating the information for the questionnaire provided by the ranking surveys of B Schools like Business standard, NIRF, Business today, Dialogue India, The Week.

D. Kumar

7. Certification/ MOOCS: IQAC takes the information regarding placements and ensure value addition in the existing course by new certification Courses through online and offline platforms.

8. Institutional Best practices/ Events: IQAC collects the best practices followed and events organised by Institute at the beginning the academic year and make a compiled record for future reference.

9. Preparation of Academic Calendar of events: The institute prepares the information for Student Hand book and Calendar of events for that academic year which is circulated to the students at the beginning of the academic session. IQAC monitors the preparation of the academic calendar.

10. Facilitating process of documentation: The overall documentation is effectively maintained by IQAC which helps in sharing of the information as and when required by the regulatory authorities.

R. Shetty

QUALITY PERFORMANCE ASSESSMENT

IQAC plays a key role in the performance assessment by:

- Collecting information through MIS (Projects / Publications/ Conferences/ Placements/ Extra-curricular activities): The MIS is submitted by the respective members and coordinators monthly with the details of all the activities. It is compiled under different sections by the IQAC.
- Documenting information every academic session: The Director (IQAC) prepares the complete summary of all the activities and is presented in the Academic Advisory Council meeting before the members.
- Annual Internal Audit of Department: The assessment of internal audit of administrative department is done by IQAC. The areas of concerns are also communicated by the auditors for review and rectification.
- Analysis of the feedback received from the stake holders: The feedback of the stake holders are analysed by the respective coordinators and heads and the final analysis is done by the Director- (Head IQAC) for the needful.
- Result Analysis: The Coordinators/ Heads are required to carry out the analysis of the examination results announced at the end of each semester and submit the same to IQAC for needful action and documentation.
- Academic Administration: The Director (Head IQAC) reviews the academic process for each semester in collation with the academic calendar and communicates the feedback to respective heads for process enhancement and quality improvement.

D. Shetty