ACKNOWLEDGEMENT

The thesis you are holding is the result from attempts to come to grip with quality management in technical education. This venture begun sometime in the year 2003, after 17 years of industrial experience and shifted to full-time teaching. I had come to a point where the opportunity to embark on a different journey with new challenges seemed very promising.

Since then I have been able to devote half my time to teaching and the remaining part to studies. There has been a period when time has been lacking, periods of hard work and doubts. However, as these periods have passed, I can say that it altogether has been very stimulating. It has for example meant opportunities to read a number of interesting books and to meet many nice and knowledgeable individuals. My perceptions of both quality management and many other issues have been challenged. My world has simply become both more complex and more stimulating.

To document my research programme gives me a sense of profound gratification coupled with achievement. When I look back at the road traveled, I find several people who have extended me their help to reach this destination. The completion of this pre-doctoral work would not have been possible without their support and good wishes.

Foremost, I express my deep sense of gratitude and respect to my Research Guide and Mentor Dr. M. Sudhir Reddy, for his invaluable encouragement, guidance and motivation which made this dissertation a reality. His exemplary supervision enabled me to retain my focus on purpose, with confidence, ensuring clarity at every step and inspiration in my exploration of the quality concepts.

At this juncture, I cannot forget the inspiration provided by my father, a friend and
philosopher Shri Kalva Sharanu Basappa, throughout the research work. I owe a special gratitude to him.

I would like to thank the management, faculty and students of various technical institutions affiliated to J.N.T.University, Hyderabad, who have shared their experiences and made this study possible, and my sincere thanks to friends and colleagues for providing me timely assistance in compiling the data, and also to Mr.Y.Prasad in carrying out the statistical analysis.

But for the silent sacrifices and positive attitude of all my family members including my wife Mrs. Jyothi Shankar and my dear children Karthik & Koushik, for their prayers, tolerance, support and encouragement from the commencement to the last pages of this thesis would not have materialized so soon. My special thanks for your constant demonstration of love.

Ravi Shankar Kalva