ABSTRACT

The study is entitled TOTAL QUALITY MANAGEMENT IN HIGHER EDUCATION IN KERALA. Quality is the buzz word that we hear, see, and sense anywhere and everywhere, today. Total Quality Management (TQM) is a Management Concept originated first in Japan and has been popularized and disseminated by the famous management schools and popular universities in the world. The concept of TQM is not confined in the management world alone, but its utility has been widespread in every walk of life, now. Total Quality Management is essentially a philosophy of continuous improvement rather than a once-for-all affair. It envisages ‘zero-defect’, ‘nil-waste’ and assuring ‘maximum Quality’. Higher Education in India has seen sufficient growth but if we look at the quality aspect of it, it comes out to be something below the expected standards and is not comparable with many other systems in the world. Being an integral part of the higher education in India, the plight of higher education in Kerala is also the same. The trends in higher education in Kerala deserve careful monitoring. Total Quality Management is the panacea for the ills of higher education in the Country and the State. Universities are the organs of our civilization; colleges are the nerve centres of our culture. Our temples of higher education should maintain the academic character of their works on a level recognised as adequate by the higher educational institutions of international repute across the Globe. They are our national institutions and to keep up our national prestige. Our degrees must be such as to command international recognition and India and Kerala must be heard by the Higher Education they pursue.
KEYWORDS