Preface

Total Quality Management (TQM) is seen as an effective method that can accomplish the task of higher quality levels and increased productivity. The purpose of Total Quality Management is to implement a process to bring about continuous improvement initiatives throughout the organization. TQM integrates the fundamental techniques and principles of quality deployment. The primary objective of TQM is to incorporate quality and integrity into all functions at all levels of the organization.

Quality of education is a multi-dimensional concept, with varying conceptualizations. It includes, within its ambit, the quality of inputs in the form of students, faculty, support staff and the infrastructure, the quality of processes in the form of learning and teaching activity and the quality of outputs in the form of the enlightened students who move out of the system. Quality control is an effective system of ensuring quality, ensuring continuing excellence. Total Quality Management (TQM) is a modern term wider in scope than the total quality control (TQC). TQC considers the role of employees in improving the productivity. But it remains silent about the quality of work life, employee satisfaction and organizational development. TQM, however, is a holistic view and takes into its fold not only ensuring productivity and efficiency but also ensuring individual satisfaction and institutional building and human well being. TQM is not merely preventive, it is pro-active.

The importance of education for the development of excellence, expertise and knowledge leading to overall development in economy cannot be undermined. This has necessitated a sound strategy for the development of higher education in almost all countries of the world. Establishing leadership in the world is possible only when we have a developed system of higher education in which efficiency remains the sole criterion to evaluate performance. The system of higher education is found efficacious in making available to the society a dedicated, committed, devoted and professionally sound team of human resources to decide the future of any nation. This is possible only when the principles of quality management are inculcated in the system of higher education.
Total Quality Management (TQM) is inevitably common factor that will shape the strategies of higher educational institutions in their attempt to satisfy various stakeholders including students, parents, industry and society as a whole. The research study is an attempt to explain the application of TQM in professional education. It deals with issues pertaining quality in higher education and moves on to identify variables influencing quality of higher education.

An attempt is made in the study to find out the impact of TQM implementation on higher learning institutions. The study also underlines the problems, barriers and the perceptions of various stakeholders of selected professional colleges affiliated to Acharya Nagarjuna University, A.P., India.