

INSTITUTE OF HEALTH MANAGEMENT RESEARCH

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Quality Assurance Policy

**Institute of Health Management Research (IIHMR)
Bangalore**

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1.1 Preamble

Quality assurance is an integral part of the optimum functioning of any organization. A quality assurance policy provides a framework for organizations to maintain and continuously improve standards of services provided in keeping with the organizational mandate. The Quality Assurance Policy (QAC) stands as a vital component within the framework of Institute of Health Management Research, Bangalore (IIHMR Bangalore). The policy is vital to maintain and continuously improve standards of services and programs provided by the organization. For an accredited academic institution, a quality assurance policy elucidates certain minimum standards for conduct of academic programs which ensure both students and faculty can achieve and maintain the highest level of professional caliber. IIHMR Bangalore is committed towards improvement of health systems by creating capable health care management professionals of topmost quality who can assume executive positions in spearheading hospitals and healthcare organizations.

The implementation and monitoring of Quality is through the Internal Quality Assurance Committee (IQAC) at IIHMR Bangalore. IQAC is formed with the purpose of planning, guiding and monitoring quality assurance and quality enhancement activities pertaining to all the institutional activities. The core aim of the IQAC is to develop a system within the IIHMR Bangalore which cognizes the importance of quality in all the academic and related programs/activities.

1.2 Mission and Objectives of the QAC

The goal of the QAC is to foster a culture of quality by seamlessly integrating internal and external initiatives, ensuring excellence across all levels.

Mission

1. To govern the overall functioning of the institution, ensuring continuous advancement toward excellence. By setting and promoting compliance with quality guidelines and standards across internal and external initiatives, it strives to cultivate a pervasive culture of quality where every individual upholds high standards.
2. Committed to maintaining excellence in academics, and activities supporting the academics including research, training, administration, and support services, the policy ensures no compromise on quality.

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3. It is dedicated to fostering the success of students by equipping them with the knowledge, skills, and values essential for their future, while also driving the institution's growth by adapting to evolving educational landscapes and sustaining long-term progress.

Objectives of the Quality Assurance Policy

- To ensure clear guidelines that foster and enhance a culture of excellence within the institution is developed and implemented timely and effectively
- To promote quality awareness among stakeholders and actively involve them in the quality assurance process across all institutional activities, including teaching, research, and training, with a commitment to excellence.
- To design and implement competency-building programs for students and teachers, equipping them with essential skills and knowledge for success.
- To support and promote high-quality research and publications by both students and teachers, fostering academic and professional growth.
- To ensure mechanisms which continuously monitor the quality measure and provide feedback to further improvement in all the activities

1.3 Intended Outcome of the Quality Assurance Quality

On successful implementation, this policy intends to achieve the following outcomes

- High quality in all the institutional activities viz., academic program, research, training and others
- Students with academic, and professional excellence
- Continued academic, research, training and professional development of faculty and support staff
- Culture of sustained quality control and improvement in all the institutional activities (academic, research and training and others) to attain excellence

2. Internal Quality Assurance Cell (IQAC)

2.1 Context and Background

Internal Quality Assurance Cell (IQAC) is an institutionalized system in accredited higher education Institutions with the purpose of ensuring continuous quality improvement measures.

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IQAC is an integral part of the Institution which ensures the culture of quality becomes an integral part of the Institution in all its services, programs and activities.

2.2 Aims and Objectives

The IQAC at IIHMR Bangalore is formed with the purpose of planning, guiding and monitoring quality assurance and quality enhancement activities pertaining to the academics and related activities.

The specific objectives of the IQAC are as follows:

- To ensure appropriate quality measures and initiatives are in place and implemented to enhance and improve the various academic activities.
- To ensure institutionalization and internalization of quality enhancement measures and initiatives in academic programs and related activities.
- To ensure mechanisms which continuously monitor the quality measure and provide feedback to further improvement in academic programs and related activities.

2.3 Functions of IQAC at IIHMR Bangalore:

- Acting as a nodal agency of the Institution for coordinating, adopting and disseminating quality-related activities
- Development and application of quality benchmarks/parameters for various activities of the institution.
- Facilitation of creating a learner-centric environment conducive to quality education.
- Encouraging faculty to adopt the required knowledge and technology for the participatory teaching and learning process, research, consultancy projects, training and others
- Documentation of the various programs/activities leading to quality improvement in all the institute activities
- Arrangement of feedback responses from students, parents and other stakeholders on quality related institutional processes.
- Dissemination of information on various quality parameters.
- Development and maintenance of an institutional database to maintain/enhance quality in all the Institute activities
- Organization of inter and intra-institutional workshops, seminars on quality-related themes and promotion of quality circles

- Preparation of the Annual Quality Assurance Report (AQAR) based on the quality parameters/assessment criteria year on year.
- Development of quality culture in the institution

2.4 Benefits

The IQAC of IIHMR Bangalore will facilitate or contributes to:

- internalization of quality culture in all the institutional activities
- enhancement and integration of the various activities and institutionalization of many good practices
- provide a sound basis for decision-making to improve functioning in all the institutional activities
- act as dynamic system for bringing quality changes in all the institutional activities

2.5 Composition

The IQAC of IIHMR Bangalore will be constituted under the Chairmanship of the Director of the institution with the members representing academic specialization, management, administration, students, alumni, and industry. The IQAC of IIHMR Bangalore will consist of following members:

- a. Chairperson [Director of the Institute]
- b. Coordinator [one of the senior faculty members]
- c. Representative of management [one senior member of the management]
- d. Representative of academics [3-6 faculty members from different specializations]
- e. Representative of administration [a senior administrative officer]
- f. Student representative
- g. Parent representative
- h. Alumni representative
- i. Industry representative

2.6 Membership Criteria and Tenure

The membership of the nominated members will be for a period of two years. It is necessary for the members of the IQAC to share the responsibilities of generating and promoting awareness in the institution and to devote time to working out the procedural details. While selecting these members following aspects will be taken into consideration:

- Persons from various academic backgrounds and who have earned respect for integrity and excellence in their teaching and research.
- Persons known for their commitment to improving the quality of teaching and learning.
- Persons aware of the ground realities of the institutional environment.
- Senior administrator could be the persons in charge of institutional services such as student welfare, administration, academic tasks, examination and planning and development.
- The management representative should be a person who is aware of the institution's objectives, limitations and strengths and is committed to its improvement.

2.7 Governance of the IQAC

The IQAC of IIHMR Bangalore will function under the leadership of the Director of the Institute. The IQAC will meet at least once every quarter. The quorum for the meeting shall be two-thirds of the total number of members. The agenda, minutes and Action Taken Reports are to be documented with official signatures and will be maintained electronically in a retrievable format.

Role of Chairperson

- The Director of the Institute serves as the Chairperson of the IQAC, providing overall leadership and guidance for quality assurance activities.
- The Director ensures the implementation of quality policies and strategies across the institution, aligning them with the institution's mission and vision.
- The Director coordinates and oversees the functioning of the IQAC, ensuring that it operates effectively and efficiently.
- The Director is involved in the planning and review of quality assurance processes, including setting objectives and strategies for improvement.
- The Director plays a key role in allocating resources necessary for quality enhancement, which includes faculty development, infrastructure improvement, and support services.
- The Director ensures that the institution meets accreditation requirements and maintains compliance with relevant standards and regulations.
- Promoting a culture of continuous improvement and quality excellence throughout the institution.

Roles and Responsibilities of the Coordinator

The role of the coordinator of the IQAC is crucial in ensuring the effective functioning of all the members. The coordinator of the IQAC, who can be a senior faculty member or administrator with expertise in quality aspects, entrusted with the IQAC as an additional responsibility. The administration of the Institute can provide secretarial assistance to the coordinator for smooth functioning of the cell. Some of the roles and responsibilities of the coordinator of the IQAC are enlisted below:

- To coordinate the implementation and document the various measures and initiatives leading to quality improvement in all the institutional activities viz., academic, research, training and others.
- To coordinate the quality-related activities of the institution
- To coordinate the dissemination of information on various quality parameters
- To coordinate the timely and efficient execution of the decisions of IQAC committee
- To coordinate in preparation of the Annual Quality Assurance Report (AQAR)

Role of Faculty

Faculty members have the responsibility of upholding discipline in accordance with the institution's regulations and ensuring the delivery of high-quality teaching and learning experiences. They are expected to continuously update their knowledge and teaching methods to stay current in their fields, and they should provide mentorship and guidance to students beyond classroom instruction.

This includes offering career advice and facilitating professional development.

Additionally, faculty members should actively engage in research and training to contribute to the advancement of knowledge in their respective disciplines. They should foster an inclusive and diverse learning environment, respecting the varied backgrounds and perspectives of their students.

Role of Student

Students are expected to adhere to the institution's regulations, policies, and guidelines concerning discipline, punctuality, and attendance. They are accountable for meeting specified attendance and academic performance criteria while developing essential technical and

presentation skills. Students should actively participate in co-curricular and extracurricular activities to foster holistic development.

They are encouraged to seek academic support when needed, including accessing faculty office hours and support services. Students should exemplify responsible and ethical conduct within the academic community, upholding principles of academic integrity.

Role of Alumni

Alumni are encouraged to maintain open lines of communication with both faculty and the institution, providing valuable insights into market dynamics, technological trends, and potential job opportunities. Their role is pivotal in preserving and promoting the college's positive reputation. Alumni are expected to mentor current students by sharing their experiences and insights to guide them in their academic and career paths.

They should actively participate in alumni events and support initiatives that strengthen the bond between alumni and the institution. Alumni have the opportunity to contribute to the Institute's growth by providing philanthropic support, including scholarships, donations. As ambassadors of the institution's values, they should represent it positively in their personal and professional lives.

Role of Management

- Management is tasked with incorporating quality as a fundamental component of the institution's vision and mission.
- The institution encourages faculty to attend national and international conferences and workshops for the continual enhancement of their knowledge and skills.
- Faculty members receive financial support for pursuing higher studies, research and publications
- The management establishes empowered committees dedicated to maintaining and assuring the highest levels of quality in teaching, research, training, infrastructure, and other areas.
- Management provides essential support in terms of infrastructure, personnel, and financial resources to further the institution's quality objectives.

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Role of Industry Representative

Industry Representative plays a critical role in bridging the gap between academia and industry. IQACs are established in educational institutions to ensure and enhance the quality of education, research, training and institutional processes. The involvement of an industry representative brings practical insights and alignment with current industry needs and trends. *Their role typically includes:*

- Facilitating partnerships between the institution and industry
- Promoting internships, training programs, and collaborative projects
- Identifying areas where industry trends can be incorporated into academic curricula

Role of Parent

Parents play a key role in IQAC by offering feedback on the institution's strengths and areas for improvement, focusing on education quality, infrastructure, and the learning environment. They advocate for student-centric policies and holistic development while ensuring curriculum alignment with real-world needs. Parents contribute to transparent policies, set quality benchmarks, and enhance student satisfaction. They bridge the gap between the institution and the community, fostering collaboration. By monitoring student progress, parents support continuous improvement and a strengthened educational experience.

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