

6.5.2. DOCUMENTS PERTAINED TO QUALITY ASSURANCE INITIATIVES

1. Conferences / Seminars / Workshops on quality

1.2 Report on “Quality Initiatives in Higher Educational Institutions” on the eve of World Quality Day 2019 on 14.11.2019 is attached herewith.



REGISTRAR
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Internal Quality Assurance Cell

1.2 “Quality Initiatives in Higher Educational Institutions” on the eve of World Quality Day 2019 on 14.11.2019

The Internal Quality Assurance Cell (IQAC) has organized an Endowment Lecture entitled “Quality Initiatives in Higher Educational Institutions” on the eve of World Quality Day 2019 on 14.11.2019 at MBA Seminar Hall. Mrs. S. Yogeshwari, the Secretary, Quality Circle Forum of India- Coimbatore Chapter was the Guest.

The Programme began with the invocation of the Divine. Dr. G. K. D. Prasanna Venkatesan, the Dean, Faculty of Engineering welcomed the Chief Guest and the participants.

The Vice-Chancellor delivered the Presidential Address. He advocated that Quality is not an one day affair and it is to be practised continuously throughout the life. He also pointed out that the implementation of Quality is not just the job of an individual or a department rather it is a job of every one.

The Guest delivered the Endowment Lecture on “Quality Initiatives in Higher Education Institutions”. She started her lecture with a brief introduction of the Quality Circle Forum of India. In the first part she dealt with the definition for Quality, its need, benefits and the types of Quality i.e., Product Quality and Service Quality with real-life examples. She advocated that Knowledge, Skills and Attitude are the essential elements of quality in a person. She also touched upon the roles of External and Internal Customers and emphasised the need of giving equal importance for the Internal Customer as that of an External Customer.

In the second part she presented the following three essential concepts so as to implement Quality Initiatives in any institution/organization:

1. 5S
2. *Kaizen* and
3. Quality Circle.

All the three concepts were originated in Japan. She explained the 5S Concept and its benefits for Workplace Improvement with practical examples and video clips. The concept *Kaizen* (for making a Change for Good by implementing small changes in the workplace) was briefed with examples. Finally she dealt with the concept “Quality Circle” by implementing which problems of a workplace can be solved by a small group of people from the same workplace. She suggested the Faculty Members present to take initiatives using the concept to resolve the departmental issues.

Dr. M. Palaniswamy, the Director, IQAC rendered the Vote of Thanks. In his preliminary speech, he stated that the concept of Quality was started in the year 1919 and that 100 years have been completed so far. He quoted the words like “unlearn” from the presentation and regarded it as a powerful concept that help forget the bad practices and learn new ones for improvement.

He placed on record that the IQAC is celebrating the World Quality Day for the second time in KAHE. A hundred Faculty Members were benefited by the program.



Dignitaries on the Dias (14.11.2019)



Welcome Address by Dr. G. K. D. Prasanna Venkatesan, Dean, FoE (14.11.2019)



Address by the Resource Person (14.11.2019)