

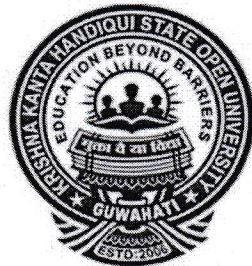
**A Report on the Training Programme
on
“ORGANIZATION WIDE QUALITY MANAGEMENT”**

Date: November 1, 2019

Time: 10:00 AM- 4:30 PM

Venue: IIBM Conference Hall, Khanapara, Guwahati

Organized by
Centre for Internal Quality Assurance



Krishna Kanta Handiqui State Open University

Report on the Training Programme on “Organization Wide Quality Management”

1. The Centre for Internal Quality Assurance of KKHSOU organized a Day-long Programme on “Organization Wide Quality Management” on November 1, 2019, at the Conference Hall of Indian Institute of Bank Management, Kahnapura from 10:00 AM to 4:30 PM.
2. The Resource Person for the Day-long Programme was Sri Sanjeeb Kakati, who is a reputed faculty in the area and has about three decades of experience of contributing in the productivity and quality development aspects of diverse range of organizations.
3. The Session Structure of the programme is attached at **Annexure I**. As the Session Structure indicates, the programme was conducted as per tight schedule without having the formal inauguration and valediction. The programme was straightway conducted by Sri Kakati after a brief introduction of the Resource Person and rationale of organizing the programme by Director (CIQA), KKHSOU. The Resource Person was welcomed with a set of University Publications by the Administrative Officer (CIQA) of KKHSOU. The programme was attended by 54 participants (Officers and Faculty Members of KKHSOU). A list of the participants is attached at **Annexure II**.
4. Quality is as old as civilization. The programme began with an interaction on dimensions of quality and its importance to KKHSOU. The principles of quality and its managerial perspectives were also discussed. A set of handouts were distributed to the participants two days before the programme. With the help of a structured PPT and reference to the handouts, the interaction proceeded. Various approaches like Process Oriented Approaches and Result Oriented Approaches were discussed. In this context, the various processes of KKHSOU like SLM preparation, Admission, Examinations etc. were discussed. In order to have a thrust on continuous improvement, Action Plans were also suggested by the Resource Person. The programme was video recorded by the Multimedia Section of the University.
The handouts and the PPT slides were meant for internal circulation only.
5. At the end of the programme, a Feedback Form was administered. The Feedback Data Sheet is presented in **Annexure III**.

6. As it appears from the above, the programme was received very well by the participants. It was highly beneficial. The University needs to take the benefits of the programme forward by organizing periodic exercises for adopting various measures for organizing wide quality management. From an analysis of the submitted forms (45 nos.), it can be commented that the programme was received very well. However, the University should initiate measures to institutionalize quality by standardizing the processes. It has been observed that 11 out of 45 participants did not comment regarding clear directions to navigate the processes of quality management. Only with adoption of quality measures in the processes, we shall be able to have further clarity.

Office of the Director, Centre for Internal Quality Assurance (CIQA)
Krishna Kanta Handiqui State Open University
City Office, Housefed Complex, Guwahati- 06

Session Structure

Training Programme on “Organization Wide Quality Management”

Date: 01/11/2019

Time: 10:00 AM – 4:30 PM

Venue: IIBM Conference Hall, Khanapara, Guwahati

Time	Programme
10:00 AM - 10:05 AM	Introduction and Felicitation
10:05 AM - 11:15 AM	Session I: Fundamentals of Quality, Evolution of Quality Management and 7 Quality Management Principles
11:15 AM - 11:30 AM	Tea Break
11:30 AM - 1:00 PM	Session II: Elements of Quality Management System with reference to ISO 9001:2015 Quality Management System Standard
1:00 PM - 2:00 PM	Lunch Break
2:00 PM - 3:15 PM	Session III: Continuation of Session II
3:15 PM - 3:30 PM	Tea Break
3:30 PM - 4:30 PM	Concluding Session: Action Plan for Achievement of Organization Wide Quality Management at KKHSOU

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Training Programme on “Organization Wide Quality Management”

Date: 01/11/2019

Time: 10:00 AM – 4:30 PM

Venue: IIBM Conference Hall, Khanapara, Guwahati

List of Participants

Sl. No.	Name	Designation
1	Dr. Rahul S. Mazumdar	Dean (Academic)
2	Dr. Dibyajyoti Mahanta	Dean (Study Centre)
3	Prof. Nripendra Narayan Sarma	Director (CIQA)
4	Sri Bishnu Chakraborty	Finance Officer
5	Dr. Ratul Kr. Patowary	Deputy Registrar (Administration)
6	Dr. Limpon Bora	Deputy Registrar (Academic)
7	Sri Arabinda Saikia	Deputy Registrar (Examination)
8	Dr. Sangeeta Kakoty	Deputy Director (Multimedia)
9	Sri Sachindra N. Misra	Secretary to Vice Chancellor
10	Dr. Kanta Chakravarty	Assistant Registrar (Administration)
11	Dr. Samar Bhattacharyya	Assistant Registrar (SLM)

12	Sri Kashyap Mahanta	Assistant Registrar (Examinations)
13	Sri Birinchi Borah	Assistant Registrar (Study Centre)
14	Dr. Gautam Kr. Sarma	Assistant Librarian
15	Sri Binod Deka	System Analyst
16	Ms. Dopati Choudhury	Administrative Officer
17	Sri Geetma Misra	Assistant Regional Director
18	Sri Budhyajyoti Sarmah	Personal Secretary to Registrar
19	Dr. Pranab Saikia	Associate Professor
20	Dr. Bipul Das	Associate Professor
21	Dr. Prasenjit Das	Associate Professor
22	Dr. Nabankur Pathak	Assistant Professor
23	Dr. Utpal Deka	Assistant Professor
24	Dr. Bhaskar Sarmah	Assistant Professor
25	Dr. Tejasha Kalita	Assistant Professor
26	Dr. Bhaskar Bhattacharyya	Assistant Professor
27	Dr. Mrinal Jyoti Goswami	Assistant Professor
28	Dr. Devajeet Goswami	Assistant Professor
29	Dr. Abhijit Bhuyan	Assistant Professor
30	Ms. Sruti S. Bharali	Assistant Professor
31	Dr. Mridusmita Duara	Assistant Professor
32	Ms. Devajani Duarah	Assistant Professor
33	Dr. Trisha D. Baruah	Assistant Professor

34	Dr. Juri Hazarika	Assistant Professor
35	Ms. Jahnabi Devi	Assistant Professor
36	Dr. Indrani Kalita	Assistant Professor
37	Dr. Dipankar Malakar	Assistant Professor
38	Ms. Chayanika Roy	Assistant Professor
39	Dr. Archana Adhikary	Assistant Professor
40	Dr. Ritimoni Bordoloi	Assistant Professor
41	Dr. Priti Salila Rajkhowa	Assistant Professor
42	Sri Harekrishna Deka	Assistant Professor
43	Dr. Sarmistha Baruah	Assistant Professor
44	Ms. Dola Borkataki	Assistant Professor
45	Dr. Pallavi Gogoi	Assistant Professor
46	Dr. Indrani Deka	Assistant Professor
47	Dr. Smritishikha Choudhury	Assistant Professor
48	Dr. Tapashi Kashyap Das	Assistant Professor
49	Dr. Chayanika Senapati	Assistant Professor
50	Dr. Sukmaya Lama	Assistant Professor
51	Dr. Neeva Rani Phukan	Assistant Professor
52	Ms. Antara M. Barua	Assistant Professor
53	Sri Sanjib Ghimire	Academic Consultant
54	Ms. Murchana Kaushik	Academic Consultant

Annexure III

Feedback Datasheet of Training Programme on “Organization Wide Quality Management”

Sl. No.	Aspects	Excellent	Very Good	Good	Fair	Poor
1	Rate the overall effectiveness of the training programme	19	12	12	2	0
2	Rate the overall design of the training programme	14	14	15	1	1
3	Rate the training programme's overall functionality to meet the requirement of quality education	6	22	16	1	0

Sl. No.	Aspects	Very Highly	Highly	To a good extent	To a fair extent
4	Knowledge and information gained from participation at this training programme will be useful and applicable in work	12	13	17	03

Sl. No.	Aspects	Yes	No	No Comment
5	Received clear directions to navigate the processes of quality management	34	-	11

Sl. No	Indicative Comments on conduct of the Training Programme	Suggestions regarding conduct of Training Programme
6	<ul style="list-style-type: none"> i) Very good experience, good learning experience, activities are very effective, highly beneficial, highly overwhelmed to be a part of training programme, well organized ii) Deliberation style of the resource person is very good 	<ul style="list-style-type: none"> i) Such training programme may be organized frequently ii) Request to conduct such training programme in every 6 months iii) Expecting some more training programme in some other aspects also
7	Comments regarding future training to be conducted by CIQA	Suggestions regarding future training to be conducted by CIQA
	<ul style="list-style-type: none"> i) CIQA office may conduct such type of programme minimum twice in a year ii) Similar type of training programme will be helpful in future 	<ul style="list-style-type: none"> i) Training programme for Grade IV employee also ii) Training on technical skills iii) Training on University rules and regulation iv) Workshop should be held for authority also