Guidelines for Quality Circle at SMVDU

Objective

The objective of the Quality Circle is to engage all the team members for continuous improvement in the performance of the Department/Section linked with Departmental/Section performance/quality benchmarks through free, transparent and meaningful engagement.

Composition of Quality Circle (Already notified)

To remain relevant in the long run, Quality Circle membership should be voluntary, with provision to accept new membership.

Scope of the activity of QC

a) Any suggestions, which contribute towards the improved performance of the department /sections in any of the parameters of the Department/Section performance/quality benchmark.
b) Any suggestions, which improves the system(s) of student /faculty/staff/other stakeholders interface by the department/sections.
c) Any suggestions, which reduces the complexities of the system and improves the efficiency of the processes, within the established rules/regulations/framework.

Working of Quality Circle

A) Publicize and sensitize regarding need for achieving & maintaining Quality
   a. Wide publicity of University & Departmental Vision & Mission along with the Quality Policy.
   b. Wide publicity of QC with display on the prominent places in the campus. This should include the scope of QC and code of conduct for the members of QC.
   c. Periodic sensitization of QC volunteers/members through sensitization program.
   d. Success stories of QC are documented and uploaded on the University website in the dedicated section on QC under IQAC. The document will include (i) Problem identified, (ii) Solution implemented, (iii) QC Team members.

B) Mechanism for attracting more and more volunteers to freely participate engage in problem discussions and solutions at the QC Platform
   a. QC Meetings should be an open forum where any stakeholder can attend the proceedings of the meeting.
   b. Separate Webpage for the QC to spread the word regarding the actions and achievements of the QC.
   c. Implement mechanism of "Problem cum Suggestion Bank", in the form of a Suggestion Box, to invoke response from all stakeholders in the Department/Section.
   d. Developing "e-Problem cum Suggestion Bank" to facilitate online receipt of identified problem and suggestions by each QC apart from a physical "Problem cum Suggestion Bank" in each section/department.

C) Action on Received Problems/Suggestions through Various Modes

   a) A record of all Problems/Suggestions received through any mode will be maintained by the QC.

   b) The presence of the members of QC and the attendees of the QC meeting is to be recorded in the attendance register.

   c) All suggestions/problems (in part or whole) received, till before the meeting, may be circulated among the QC members for inclusion in the forthcoming meeting of the QC as a possible agenda item subject to the relevance of the suggestion/problem with reference to the scope of work of the QC. In case of large number of suggestions/problems, the same may be prioritised. The agenda of the meeting of QC may be widely publicized vide Notice Board, e-mail and webpage of QC. Problems can also be brought to the notice of the QC during its meetings and be discussed, if time permits.

   d) The stakeholder, who has raised the problem/suggestion, will be invited to the meeting of the QC in which that point is taken up.

   e) In the meeting of QC, discussions regarding the finalization of suggestion/proposed solution to the problem raised may be done keeping in mind the points mentioned in the scope of QC.

   f) The recommendations of the QC will be sent to the relevant authority for consideration and approval for implementation.

   g) The outcome of the recommendations made by QC in its previous meetings must be discussed in the subsequent meetings.

   h) The review of the outcome of the implementation of the suggestions/solutions may also be made periodically and experience shared.

D) QC Reward system

   a) Appreciation to individual/groups through "Letter of Appreciation" after evidence of the success of the suggestions received.

   b) Sharing of the success stories on the University website with due acknowledgement of the contributors.

   c) Annually three Best QC Section/Department, identified by IQAC Committee, may be rewarded for their contribution.

E) Code of Conduct for the Members& Attendees of QC Meetings

   a) QC Members should attend all meetings of QC

   b) Listen to and show respect for the views of other members and stakeholders

   c) Work in a co-operative manner to ensure maximum participation of all stakeholders

   d) Be open to and encourage all ideas

   e) Every member is responsible for the team's progress

   f) Maintain a friendly attitude

   g) Strive for enthusiasm

   h) Look for merit in the ideas of others

   i) Pay attention and avoid disruptive behaviour

   j) Avoid actions that delay progress

   k) Carry out assignments on schedule

   l) Give credit to those whom it is due

   m) Give praise and honest appreciation where due

   n) Ideas generated by the group should not be treated as individual suggestions.