SIES College of Management Studies

Quality Policy

1.Introduction

At the core of all activities / initiatives of SIESCOMS, quality is the prime driver. SIESCOMS has a strong belief, conviction and practices the principles of quality.

All the initiatives, therefore, have a strong focus on:

a. Quality management
b. Quality maintenance, and
c. Quality augmentation

This is the backdrop under which the quality policy is conceived.

2.Role of IQAC:

Internal Quality Assurance Cell (IQAC) is the prime driver of all quality initiatives at the institute. It is a body that represents all major stakeholders of the institute, internal as well as external, and manages quality efforts at the institute. The role of IQAC is also to review and take corrective actions, wherever needed, to strengthen quality initiatives of the institute. Continuous improvement in quality remains the hall mark of focus of IQAC.

3.Stakeholders:

The most important stakeholders around whom the quality efforts are aimed at, are the students at the institute. The objective is always to strengthen the systems and processes so that the students become employable as well as better socially sensitive citizens. They are the "prime customers" for the purpose of delivery of quality.

Besides the students, the other internal stakeholders include:

a. Management
b. Faculty members
c. Non-teaching staff
d. Support systems

The primary external stakeholders include:

a. Society at large
b. Corporate including the employers.
c. Statutory regulatory bodies
d. Accreditation bodies
e. Parents
f. Suppliers and vendors

Some of these external bodies like community, society at large, corporate employers and parents have their own expectations from the institute. Their feedback is also crucial. The regulatory bodies and accreditation agencies expect minimum quality standards from an institute.

As mentioned earlier, students are the most important internal stakeholders for whom the quality initiatives are meant. The other two important internal stakeholders, namely faculty and non-teaching staff, drive the quality initiatives along with the students for betterment of the institute. Management plays a supporting role to support and motivate quality efforts. The support systems like the library, computers, etc. play a crucial role in augmentation of the quality efforts at the institute.

4. Process

4.1 Quality Management Systems and Processes:

The systems and processes are well-defined at the institute.

These include:

a. Identification of key areas / processes
b. Assigning responsibilities for the managing these areas / processes
c. Provision of inputs
d. Expectation of the outcomes
e. Managing the processes including their interaction
f. Assessing the outcome
g. Evaluation and future actions

Some of the key processes at the institute include:

1. Student acquisition
2. Academic delivery and development
3. Budgetary systems
4. Human Relations Management (HRM)
5. Placement
6. Support services

All these processes are well defined and there are people to manage these processes. The leadership team at the institute through various means / mechanisms ensure that these processes are adhered to.

4.2. Documentation:

All documents are maintained for these processes and associated systems & procedures.

4.3. Continuous Improvement:

There is a focus on continuous improvement to ensure that the institute moves ahead compared to competitors. A perspective plan is drawn to ensure the agenda for future.

4.4 Business Contingency:

Any business, including academics, is fraught with business risks. SIESCOMS, therefore, is always ready with a business contingency plan to face any severe external threats.

5.Future Plan

The Quality Policy has a perspective for the future. There is, therefore, always a policy that paints a future with the positioning of the institute.

Director

SIESCOMS

Date: 25.5.23

IQAC Coordinator

SIESCOMS