

CREATING THE TOTAL QUALITY SCHOOL

Rationale

Principals hold the key to quality improvement as they determine the systems in which schools operate. Moreover, the actions of teachers and students greatly depend on the attitude of principals towards quality. School principals must understand the philosophy and fundamentals of Total Quality Management (TQM) to effectively lead organization-wide quality improvement efforts. In essence, the process of creating the Total Quality School begins with the visible commitment and active involvement of principals.

Objectives

At the end of the workshop, participants should be able to:

1. Define the concept of “Quality” as related to education.
2. Apply the basic principles of TQM to education.
3. State the ten maxims of quality improvement.
4. Formulate proper mission statements for their schools.
5. State at least seven principles of managing planned change.
6. Develop a culture of quality in their schools.
7. Establish effective quality improvement teams.

Content

1. Concept of “quality” and its application to education
2. Fundamentals of TQM
3. Implementing TQM in education
4. Ten maxims of quality improvement
5. Strategic quality management
6. Quality culture
7. Managing planned organizational change
8. Quality improvement teams

Methodology

Interactive lectures, exercises, movie-clips and group discussions

Duration

2 days

Target Group

School principals and others involved in managing school-wide quality improvement efforts

Facilitator

Dr. Ranjit Singh Malhi