Abstract

Dr. Noha Gamil Ibrahim Bayoumi

Framework for Managing Quality in HE Based on the ISO 9000:2000

The role of education as a vehicle towards economic development and societal prosperity is widely acknowledged and appreciated. Institutions of higher education are at the top of the education hierarchy and feed the society with a constant flow of knowledgeable and competent graduates capable of successively leading their nations in all aspects of human activity. The research function, executed by higher education institutions in collaboration with various sectors of industry, provides innovative solutions to contemporary ever increasing managerial and technical concerns. Institutions of higher education worldwide, however, continue to face ever growing challenges. The need for universities and colleges is increasing governmental financial support constantly diminishes with spontaneous trends towards privatization of higher education globalization implications provide for the mobility of students and disrupt local and regional student quotas and technological advancements contribute to a transition towards student-centered learning in substitution of traditional university-based teaching. In response to the above pressures, institutions of higher education have started to explore the applicability of adopting quality-focused initiatives towards assuring the quality of their delivery. However, the progress of such initiatives has been reported to be uneven. This has been attributed to the highly generic nature and unique characteristic features of the average institution's mission, a lack of agreement within the academic environment as to the meaning and /or implications of delivery-quality, the traditionally claimed autonomous and independent status of universities, and the reluctance of college/university leaders to play an aggressive and creative role in the implementation of quality initiatives. This study introduces a framework for implementing quality management in higher education institutions. It is based on a methodical approach that focuses on the deployment of the ISO 9000:2000 criteria towards assuring the proper fulfillment of higher institutions' role in modern society. A case study is also presented.