

## Quality management in Italian Universities: a case study in the University of Cassino and Southern Lazio

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### **Abstract**

*This paper examines on a wider scale, quality management in Italian higher education institutions, and then progresses to focus specifically on the case of the Master Course in Global Economy and Business (GLEB), held in the University of Cassino and Southern Lazio. An analysis of the way in which the University of Cassino manages quality is undertaken to identify the responsibilities of those accountable for quality assurance. A preliminary study was carried out through the completion of a digital survey distributed to GLEB graduates, to monitor the success of the course. The results obtained highlight that this course is quite appealing to students, and what also emerges is how innovation and improvement are the foundation of quality education. Being only the first step towards a more exhaustive evaluation, this analysis must be extended by collecting more data, to compare the results with similar courses in other universities through a benchmarking process.*

**Keywords:** Higher education; quality management; institutions.

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# Quality Management In Universities

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## Quality Management In Universities:

**Quality Management Principles and Policies in Higher Education** Baporikar, Neeta, Sony, Michael, 2019-08-02 One of the key elements in determining the socio economic significance of education is quality Quality management plays an integral role in higher education by ensuring that quality benchmarks are being met thereby attributing to its prestige increased enrollment and student success Quality management policies must be successfully implemented for the institution to thrive With quality management still in the growing stage research is needed regarding the applications challenges and benefits of these policies within advanced academics Quality Management Principles and Policies in Higher Education provides emerging research exploring the theoretical aspects of quality management policies and applications within the educational field Featuring coverage on a broad range of topics such as faculty involvement administration practices and critical success factors this book is ideally designed for educators administrators educational consultants researchers policymakers stakeholders deans provosts chancellors academicians and students seeking current research on successfully implementing quality management systems in teaching learning and administrative processes **Improving Higher Education** Ronald Barnett, 1992 *Total Quality Management in Higher Education*, 1995 TOTAL QUALITY MANAGEMENT IN INDIAN UNIVERSITY LIBRARIES Paul John, P. Balasubramanian, 2019-06-04 Contents 1 Introduction 2 TQM and LIS Professionals 3 Awareness of TQM among Library users and Professionals 4 Profile of Manonmaniam Sundaranar University and Mahatma Gandhi University 5 TQM and Demographic Characteristics of the Library Users and Professionals 6 TQM Implementation Findings Suggestions and Conclusion 7 Bibliography 8 Index *Total Quality Management in Higher Education* Daniel Seymour, Casey Collett, 1991 *The University as a Critical Institution?* Rosemary Deem, Heather Eggins, 2017-09-12 Whether universities can survive as critical organisations in the current time is an open question which this volume seeks to address The book examines particular aspects of three main themes governance critical regulation and regulated criticism growth equality movement and instability in higher education systems and teaching and learning Topics range from University Futures to an examination of governance by procedure and the loss of the social process of the university a discussion of the meaning of academic freedom and approaches to managerialism Quality management is discussed along with the question of whether European Liberal Education actually exists Various aspects of the theme of teaching and learning are examined from student participation in out of class activities to the role of Centres of Excellence and a consideration of widening participation The book is international in its reach and addresses the continuing dilemmas faced in higher education systems within Europe and beyond Implementing Total Quality Management in Higher Education Robert Cornesky, Robert Andrew Cornesky, 1992 Concise approach to theories of TQM tools needed to implement them in post secondary institutions **Global Perspectives on Quality Management and Accreditation in Higher Education** Naim, Arshi, Saklani, Alok, Khan, Shad Ahmad, Malik, Praveen Kumar, 2025-02-18 As globalization and

international collaboration increase the need for consistent quality assurance practices has become critical Accreditation systems vary across regions but share common goals of enhancing academic standards fostering transparency and promoting accountability Global perspectives highlight how different countries and organizations address challenges in quality management such as evolving educational demands technological advancements and the need for greater access and inclusivity Understanding these varied approaches may foster global partnerships improve educational outcomes and ensure the relevance and integrity of higher education Global Perspectives on Quality Management and Accreditation in Higher Education explores the frameworks and criteria essential for achieving and maintaining accreditation with a strong emphasis on practical implementation It combines theoretical insights with actionable strategies offering readers detailed guidance on how to navigate the complex landscape of accreditation This book covers topics such as policymaking quality management and medical education and is a useful resource for educators academicians healthcare professionals scientists and researchers

**Total Quality Management in Education** Edward Sallis, 2002 This text has been written for managers in higher education as well as for headteachers and deputy heads in the school sector Total quality management TQM is a philosophy and a methodology that is widely used in business and increasingly in education to manage change or other processes With the pressure for change and quality in education never more acute this book provides an opportunity for readers in education to acquaint themselves with TQM Revised and updated this edition introduces the key concepts of TQM in the education context It discusses organizational leadership and teamwork issues and the tools and techniques of TQM This text should help educators develop a framework for quality management in their school college department or university

Quality Management Implementation in Higher Education: Practices, Models, and Case Studies Sony, Michael, Karingada, Kochu Therisa, Baporikar, Neeta, 2019-08-02 Although initially utilized in business and industrial environments quality management systems can be adapted into higher education to assess and improve an institution's standards These strategies are now playing a vital role in educational areas such as teaching learning and institutional level practices However quality management tools and models must be adapted to fit with the culture of higher education Quality Management Implementation in Higher Education Practices Models and Case Studies is a pivotal reference source that explores the challenges and solutions of designing quality management models in the current educational culture Featuring research on topics such as Lean Six Sigma distance education and student supervision this book is ideally designed for school board members administrators deans policymakers stakeholders professors graduate students education professionals and researchers seeking current research on the applications and success factors of quality management systems in various facets of higher education

Impact Evaluation of Quality Management in Higher Education Theodor Leiber, 2020-06-29 This volume works towards overcoming the lack of systematic impact evaluation in higher education particularly analyses which are not restricted to ex post gathered data and expert assessments Since higher education is more important than ever

in knowledge societies high priority should be ascribed to quality management QM in higher education institutions HEIs Consequently impact evaluation of QM effectiveness is indispensable because it generates the knowledge required for quality management improvement The introductory chapter elucidates the motivation and objective of impact analyses of QM in HEIs and provides an overview of the volume's other contributions One chapter reflects on success factors and unintended effects of QM while another one analyses more discursive ways of evidence informed guidance of QM policies which are complementary to rigorous impact studies Five chapters investigate QM effectiveness in HEIs by ex post and simultaneous impact evaluation in European case studies including assessments of students teachers quality managers and institutional leadership The case studies comprise universities from Germany Spain Finland and Romania The final chapter reports a SWOT analysis of impact evaluation of QM in HEIs which is suggested as a tool for bridging the notorious gap between the demanding methodology of impact evaluation and its proper implementation This book was originally published as a special issue of the European Journal of Higher Education

**Total Quality Management in Higher Education** Serbrenia J. Sims, Ronald R. Sims, 1995-08-22 If institutions of higher education are serious about improving quality in both their educational and administrative components then they should look to Total Quality Management TQM as an all encompassing method for achieving these objectives An understanding of TQM and the ability to adapt it to unique college and university environments is essential to improving the quality of college administration This book provides a brief history and review of the development of TQM as we know it today Various educators who have taken part in successful TQM efforts analyze its application in the higher education environment This volume will be of considerable use to college and university administrators as well as those teaching education administration

**Implementing Total Quality Management in Higher Education**, 1994 *Global Challenges, National Initiatives, and Institutional Responses* Cláudia Sarrico, Pedro Teixeira, António Magalhães, Amélia Veiga, Maria João Rosa, Teresa Carvalho, 2016-08-19 In this book we aim to discuss and reflect on how HEIs are coping with the demands placed on them and how the various dimensions of change are intertwined In particular we aim to discuss the following questions How do governance regimes steer higher education institutions This part of the book focuses its attention on how higher education and research institutions operate under different governance regimes at international regional and national levels and how that context shapes governance and management arrangements at institutional level How are institutions managing their quality and performance This part deals with the systems institutions are developing to manage their quality and their wider performance to cope with the internal and external forces pressing them to constantly improve their levels of quality and wider performance in teaching research and third mission How are higher education professionals responding to the transformations This part is devoted to investigate the ways academic and non academic professionals working in higher education and research institutions respond to the transformations occurring in their organisations and changes in practices and functions performed by those working in

higher education It also explores the implication of higher education transformations on students

**Benchmarking and Threshold Standards in Higher Education** Michael Armstrong, Sally Brown, Helen Smith, 2014-05-12 The specification of standards in higher education has long been the subject of international debate This text covers the rationales operational issues and perspectives on benchmarking and standards from international viewpoints

*Theory and Method in Higher Education Research* Jeroen Huisman, Malcolm Tight, 2020-11-09 This volume of Theory and Method in Higher Education Research contains analyses and discussions of amongst others relational working corpus linguistics data dialogues instrumental variables participatory pedagogy diverse participation policy discourse quality management and knowledge structures of research

**Quality Assurance in Higher Education** Don F. Westerheijden, Bjorn Stensaker, Maria Joao Rosa, 2007-09-04 By bringing together leading experts on quality assurance in higher education from seven countries from Europe the USA and South Africa this volume intends to go several steps further than most publications on quality assurance First it brings together views from micro to macro levels in the multi actor space showing how quality assurance impacts the higher education system throughout Second it links quality assurance solidly to issues of regulation translation rather than mechanical implementation and transformation instead of being only focused on quality assurance as a single policy instrument Third it uses this broad range of research insights to criticize current practices explaining for instance why sometimes people have difficulty in tracing any concrete effects of all initiatives taken in this area Finally the book offers proposals for better focusing quality assurance in the future to address institutional challenges better The general purpose of the book then is to give an engaged academic reflection on how quality assurance is embedded in higher education and in a dynamic way to assess its impacts and potential improvements

**Total Quality Management in Higher Education** Sayeda Begum, Chandrasekharan Rajendran, Prakash Sai L., K. Ganesh, Sanjay Mohapatra, 2020-12-23 This book offers a conceptual theoretical and empirical overview of the role of total quality management TQM in Indian higher education from the perspectives of the engineering faculty students and alumni It identifies the critical dimensions to measure the performance of TQM This volume conceptualizes the service quality of higher education especially in engineering education through empirical assessment of the services being provided to major stakeholders like the faculty the students and the alumni It highlights the significance of TQM in creating success stories while discussing the importance of improved productivity and quality in higher education with respect to the quality of engineering educational institutions Further the book provides a complete framework for the implementation of TQM in engineering educational institutions This book will be of interest to students teachers and researchers of education and management studies It will also be useful for educationalists education administrators education policymakers and bureaucrats management professionals business leaders and the governing bodies of higher education institutions

**Qualitative And Quantitative Methods In Libraries: Theory And Application - Proceedings Of The International Conference On Qqml2009** Anthi Katsirikou, Christos H

Skiadas,2010-01-18 This volume is a valuable resource of research papers and applications presented at the Qualitative and Quantitative Methods in Libraries International Conference QQML2009 on the methodological tools used in library and information science It provides the reader with a better understanding and holistic view on the subject and contains a plethora of invaluable methodologies and applications to a variety of information and library science Qualitative and Quantitative Methods in Libraries will be suitable to students as a textbook as well as to scientists and professionals      Total

Quality in Higher Education Ralph G. Lewis,Douglas H. Smith,1994 This book provides a framework for implementing total quality principles in the college or university environment It includes the history and principles of quality management and an assessment of factors in the college and university environment that are leading to serious questions concerning higher education effectiveness and efficiency

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