Implementing TQM for an institution

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Short Description
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Chennai is famous for housing many prestigious and old colleges. SS College situated in the suburbs of Chennai, recently celebrated 50th anniversary. It offers BE degree programme in eight different descriptions. About 4000 students are studying in the college. The principal of the college is in the verge of retirement. He has served the college for 35 years. The teaching staff strength is 55; in addition 25 non-teaching staff are also working. Most of them are there for more than 25 years.

Recently there has been a series of complaints from students that the facilities they get is in no way comparable to the fees paid by them. All the hostel students went on a day fasting strike to express their dissatisfaction. The college management was disturbed by this. They appointed a one man committee to looking to the affairs of the college and offer remedies.

The one man committee, during the interrogation with students and staff found that there are many problems in the college which have not come out earlier. The students were unhappy with the teaching offered at the college. It was found that the results are also poor and the pass percentage has been decreasing over the years. When enquired about the reason for this the staff and students were blaming each other. It was noticed that even among staff there is no co-ordination. The committee noticed that the age old practices

are being followed both in teaching and administration. In the meanwhile one of the parents wrote a strong letter to management, expressing his displeasure about the treatment he got during his last visit to the college. Already the government issued a notice to the college to improve the library facilities.

With all these, the management is perplexed and looking for a direction to move.

Discuss:

1. What would be your recommendation to the college management?
2. Highlight five critical areas wherein focus is needed. Give reasons also.
3. What would be the best suited TQM model for this college?
4. What are the problems you anticipate while implementing TQM and how will you tackle them?

Details
1. Case study solved answers

2. pdf/word

3. Fully Solved with answers