Quality-driven Initiatives in Higher Education: A Case Study

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Introduction

• The development of a powerful quality ethos

• Quality assurance as the cornerstone of a university
The Implementation of a Quality Management System at the University of Malaya

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
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<tbody>
<tr>
<td>2001</td>
<td>Implementation of the ISO first formulated</td>
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<tr>
<td>2002</td>
<td>Documentation audit</td>
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<td>2003</td>
<td>SIRIM Compliance Audit</td>
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<td>2003</td>
<td>ISO Certification</td>
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Quality Assurance Management

• The University of Malaya Quality Assurance Management Unit

• Internal audit

• External audit - SIRIM
Effects of the Quality Control Mechanisms on the University

- Organisational level
- Administrative level
- Academic level
- Support services level
- Community or national level
- Student level
The MS ISO 9001:2000 Components

- Quality management system
- Management responsibility
- Resource management
- Product realisation
- Measurement, analysis and improvement
Further Enhancement of Quality Assurance

- The Ministry of Higher Education
- The Malaysian Qualifications Framework
Conclusion

• The current status of quality assurance
  – A continual process
  – A set of processes in place
  – Clear and greater focus

• The road ahead
  – Towards greater quality enhancement
Thank You