International Institute of Management Studies

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Quality Assurance Policy Handbook

Program: PGDM

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Forward

IIMS has a strategic goal to be recognized as a global leader in the area of management education & research besides delivering talents to best match the requirements of the industry. The vision of the institution is "To be a leading Business School, developing future leaders who can create positive impact in business and society"

This Quality Assurance policy is compiled and documented considering the perceived drivers for quality assurance essential for running a Higher Education program in management. The policy specifies an approach to quality assurance and continuous improvement using key drivers, features, focus, structures, and standards to deliver the vision of IIMS. It heavily relies on evidence, both data and information, obtained from a variety of sources to support the process of quality assurance and continuous improvement.

The existing practices and processes being deployed in the functioning of the institution and the ongoing feedback from staff, students, alumni, and external stakeholders, including external examiners, visiting faculties, strategic partners, and industry connects along with the output from the current institutional and program reviews' delivering into self-evaluations processes and feedback, have largely contributed to the development of this version of the policy.

Consultation with students is conducted by the global best practices for student engagement in Quality Assurance/Quality Enhancement processes. IIMS is committed to ongoing review, and the gathering of student feedback through multiple processes, to improve the practice, raise standards eventually leading to enhanced student experience.

Ongoing quality assurance procedures reinforce and guide our efforts to ensure consistent and superior delivery of education & training and related academic support services. This is further complimented by a process of regular and systematic benchmarking in key areas of the academic and business performance of the institution.

This policy handbook has been updated for 2024-26 and is expected to include future updates in the next version, resulting from regular programmatic reviews, feedback from stakeholders, and replication of best practices in higher education, to support our ongoing commitment to continuous quality improvement at IIMS.

Prof. Manish R Mundada
Founder President, IIMS Pune

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1. The Scope & Purpose of the Policy

1.1. The Scope

The business school wishes to assure quality service delivery across all the verticals of its operations through evidence based processes supported by regular reviews, focused on a journey of continuous improvement. The business school is a dynamic community of students, scholars and staff committed to performing at the highest standards. The business school aims to provide a stimulating and innovative environment for all its activities and approaches quality assurance, continuous improvement by learning from local, global best practices, benchmarking against leading institutions in the field, across the globe. IIMS accepts its duty to ensure, as far as, reasonably and practically possible, the accuracy and completeness of all evidence involved in the entire span of the its undertakings. The policy addresses all the areas of operations of the business school, mainly focusing on their contribution to and alignment with the Strategic Goals and provides reassurance to the stakeholders, including sponsors, government, students and parents, management, faculties etc. through a well laid process of evidence management, implementing a consistent approach to quality evidence generation. For the purpose of this policy, evidence includes but is not limited to, the following:

✓ Student information (Admission, Assessment & Examination, Placement data, etc.)

✓ Faculty information (Faculty Recruitment, Development, Performance, profile data, etc.)

✓ Infrastructure (Physical, IT Infrastructure records, etc.)

✓ Knowledge management (Library & usage records,)

✓ Standards (Learning goals, schedules, plans, benchmarks)

✓ Published evidence (examination results, information on the website etc.)

✓ Global Reach and Linkages (Affiliation, accreditation, exchange programs)

✓ MDP (Schedules, Intake, program details etc.)

✓ Quality Assurance (Schedules, reviews and audit records)

✓ Internal and external documents (such as reports, papers) and web services etc.

✓ Finance (Financial performance data, Processes for the management of financial resources etc., implementation artefact etc.)

✓ Value and Ethic-Centric information (student's handbook, employee handbook, code of conduct policy etc.)

✓ Industry Interaction (Interactions records etc.)

✓ Research and Innovation (research statistics etc.)

✓ Stakeholders' Satisfaction (Survey records)

✓ Contribution to Society (Initiatives, projects/program records)

This policy is applicable to all the information asset owners, staff of IIMS or those with access to IIMS core datasets.

1.2 The Purpose

The purpose of the quality assurance policy is to enhance the effectiveness of core activities at IIMS, such as teaching, learning, research & development, placement and management within the provisions of various relevant, applicable guiding framework and legislation. The quality assurance policy therefore, aims at facilitating periodic verification of the quality of activities & processes at IIMS and their congruence of the outcomes with the desired goals ingrained in its mission statement. This ensures that organisational decisions, guidance, advice and published material are based on defensible evidence that are accurate, and robust. The information and knowledge derived from IIMS data is intended to be used by government, stakeholders, and external bodies for multiple purposes, including assessment of its performance.

2 Key Drivers, Features and Focus of the Policy

2.2 Key Drivers

The quality assurance policy of IIMS is built around four key drivers acting as the pillars of its foundation.

✓ Quality as a core value in service delivery: IIMS quality assurance policy considers quality of service delivery including teaching, learning, research and administration, to be most essential to achieve its mission, and goals. The quality assurance processes at IIMS, therefore, are intrinsic to the activities performed by all the staff, engaged in or support teaching and the promotion of learning and research.

✓ Best practice Replication: Rigorous peer review are ingrained into the IIMS procedures to identify areas for improvement and to foster collaboration, exchange of best practice, nurturing a strong culture of critical self-evaluation.

✓ Evidence-based approach Coupled with Benchmarking: The quality assurance policy of IIMS relies mainly on an evidence based approach where achievements are evaluated

against appropriate national and global benchmarks. The policy strongly emphasises on considering evidences of outcomes and feedback from stakeholders (including students, staff, employer, government and the society) to form a basis for analyses and conclusions to firm up improvement plans.

✓ Legislation: The following legislation, and regulations are applicable to the evidence as required by this policy.
  • Indian Evidence Act 1872 (with amendments)
  • Indian IT Act 2000 (Admissibility of Electronic Copies of Records as evidence and other ICT elements applicable to the policy)
  • The Personal data protection bill, 2013
  • Right to Information Act, 2005

2.3 Key features

Key features of the IIMS Quality Assurance Policy are ingrained into a commitment to widespread involvement of staff, students and other stakeholders in the QA process by:

✓ Offering multiple avenues for student and staff to provide inputs to QA and improvement: Faculty, Mentee meets, Assembly, Program Head, Club organizations, Academic Board and committees, student governance forum, annual review report to AICTE;

✓ Rigorous peer review coupled with detailed self-evaluation of academic and administrative areas;

✓ Systematic collection of evidence on service satisfaction and student experience, including external comparisons; meticulous utilization of feedback on client experiences to improve staff development, training, and other areas;

✓ External assessment of programs through accreditation and international review;

2.4 Policy focus

The QA policy of IIMS is focused on efficient management, planning, and implementation of processes to deliver excellence ensuring continuous improvement This is achieved by bringing in a strong quality rigor & transformation through:

✓ Strategic goals, across the organization, linked to priorities, plans, and the review system; Strong Academic Board and committee structures to develop, implement, and oversee academic policies;

✓ Necessary alignment between the academic and the administrative function review processes;

✓ A series of structured reviews of deliverables by all the faculties and the administrative services units;

✓ A process for monitoring the implementation of the recommendations of reviews through a Quality Assurance sub-group deputed by IIMS Steering Group, Quality Assurance &

Continuous Improvement, (IIMSSGQACI)

✓ Budgetary allocation to fund initiatives to address areas for improvement;

✓ A performance management and development system for all staff, including managers.

3 Policy Governance

3.1 Policy Enforcement

For enforcement, the table in Annexure I outlines the roles or core groups eligible to and responsible for the interpretation of the content of the policy documents in the event of any alleged or actual noncompliance with the provisions of the policy

Any event of breach of this policy, suspected or actual would be subject to the disciplinary procedures of IIMS and civil or criminal law as may be applicable. In the event of a responsibility owner failing to understand & interpret the intended meaning of the content of the policy, advice may be sought from the Head Steering Group (Quality Assurance & Continuous Improvement),IIMS.

3.2 RACI (Responsible, Accountable, Consulted, Informed) Matrix

Policy provide for implementing its governance through a RACI matrix as shown in table 3.2.1 in Annexure I, clearly indicating responsibilities and accountabilities besides Individuals & Groups to be consulted and informed.

The following definitions apply:

✓ Responsible: groups or individuals responsible for development and implementation of this policy

✓ Accountable: individuals or roles who have ultimate responsibility and authority for the policy

✓ Consulted: groups or individuals to be involved during the policy review and before it is published

✓ Informed: groups or individuals to be informed about the policy after its publication or after it have been amended.

3.3 Review & Revision

The policy is an asset of the institution and must be kept updated. Individuals responsible for the maintenance of this policy must review and update the policy as appropriate in the following situation:

✓ changes in "modus operandi" of IIMS

✓ restructuring of the organization

✓ Change in governance

✓ Introduction or amendment of legislation that impacts this policy

✓ Or any other situation felt appropriate by the Head IIMS Steering Group, Quality Assurance & Continuous Improvement, (IIMSGQACI)

4 Glossary

- Asset: An asset is something that has value to the business.

- ICT: Information Communication Technology

- Information asset owner: Responsible for ensuring that the integrity of the evidence stored in their information asset is kept up to date, accurate, and by any specific standards appropriate for the subject domain.

- Quality assurance: This is about assuring the quality of the evidence that the MMO uses in its decision-making processes.

Annexure I

Table 3.1.1 - Responsibility of Interpretation & Enforcement of Policy

Noncompliance by:	Interpretation and enforcement by:
Employees	Human resources, Founder President, Director, Head Steering Group (Quality Assurance & Continuous Improvement),
Students/Faculties	Founder President, Director, Head Steering Group (Quality Assurance & Continuous Improvement),HODs
Partner Organisations	Founder President, Director (Quality Assurance & Continuous Improvement), Partner Organisation Relationship manager,
Visitors or guests	Founder President, Director, Head Placements & Corporate Relations ,Head Steering Group (Quality Assurance & Continuous Improvement),

Annexure II

Table 3.2.1- RACI Matrix (Responsible, Accountable, Consulted, Informed)

Responsible	Director, Head Steering Group (Quality Assurance & Continuous Improvement)
Accountable	Program Head
Consulted	Faculties & Mentors
Informed	All IIMS staff, Partners & Contractors