

QUALITY POLICY

Quality policy and quality objectives, provide a starting point for the university's quality management system. The Quality Policy of the King George Medical University is published as a separate controlled document and is displayed within the University website at www.kgmu.org. The intent of the Quality Policy is to define the Quality management system and ensure that it is communicated to all staff. It is reviewed annually and signed by the Vice Chancellor. All staff are required to read and acknowledge understanding of the policy.

King George Medical University provides a comprehensive patient care with teaching and training to its students. It is committed to providing a service of the highest quality and shall be aware and take into consideration the needs and requirements of its users. The quality management system supports carrying out the university's basic tasks in a reliable and high-quality manner which takes into account the needs of the individual, society and environment, allows strategic management and continuous operational development based on analyses produced via evaluations and feedback

King George Medical University is an innovative, internationally respected, reliable and long-term strategic partner as a work and research community. The university contributes to the well-being of the personnel and students, and pays attention in its operations to multiculturalism, global responsibility and the principles of sustainable development.

In order to ensure that the needs and requirements of users are met, the University will:

- Operate a quality management system to integrate the organisation, procedures, processes, and resources.
- Set quality objectives and plans in order to implement this quality policy, and seek to achieve continual quality improvement.
- Commit to the health, safety, and welfare of its entire staff. Visitors to the University will be treated with respect and due consideration will be given to their safety in the campus.
- Uphold professional values and be committed to good professional practice and conduct.
- Create and nurture a quality ethos based on continual improvement.
- Ensure that its activities have calculated and limited impact on the environment and comply with relevant environmental legislation.
- Ensure the suitability and effectiveness of this policy is reviewed as part of the annual

management review.

The target of quality assurance and the quality management system is to

- produce data about the implementation of the university's strategies and objectives
- assist with creating shared procedures and common cultural practices for a learning quality organization in addition to distributing the best practices.
- support the progress of core processes and the continuous improvement of research and learning results
- support the principles of global responsibility, multiculturalism, equality, justice and openness
- communicate operational quality to the personnel, students, higher education communities and partners
- develop and distribute skills and capacities relating to quality assurance and its evaluation.

The King George Medical University will comply with standards set by regulatory bodies as well as KGMU Act and Statutes and is committed to:

- Staff recruitment, training, development and retention at all levels to provide a full and effective service to its users
- Appropriate procurement and maintenance of such equipment and other resources as are needed for the provision of the service
- Assessment of user satisfaction, by internal audit and external quality assessment, for continual quality improvement.
- Ensure that examinations and process are designed and implemented with the focus on user and patient requirements, and applying performance monitoring to assure they deliver the required outcomes. Report results of examinations in ways which are timely, confidential, accurate, and clinically useful.
- Providing a secure controlled archive for the storage of records and clinical material.

Organization, implementation and documentation of quality management

Organization and implementation

King George Medical University's quality management system is documented in the

main quality manual. Every member of personnel is responsible for the university's high quality operation and results consistent with its objectives. Students are expected to take part in operational development by providing feedback and participating via their representatives in the operation of various university bodies. University's quality management system follows the principles of continuous development and covers all university processes. The quality management system is developed on the basis of internal and external audits, evaluations and feedback.

Resources

The university employs about 5100 people and has 5000 students. The university's annual budget is about 3522 Million Rs, of which 2841 Million Rs is basic funding (as per 2014 record). Most of the facilities are situated within the campus.

Recruitment of personnel

The recruitment of Faculty members is processed through the Registrar, King George Medical University, and recruitment of employees is the responsibility of the Chief Medical Superintendent.

Health and safety at work

Each Faculty member and employee of the University has been issued a Health book, under which free medical services are provided to them and their registered dependents. The University complies with the Occupational Safety and Health Act and acts on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplace. The university carries out systematic risk assessment.

Students

The students' well-being and graduation are, according to the primary goals of the university. Students' participation in decision-making and in the development of the university's functions is described in the administrative regulations. The possibility has been arranged for students to participate in the development of teaching in all faculties. Student well-being is looked after by Dean, Student Welfare.

Funding

The university's total funding is comprised of the State's basic funding addressed in the State budget directly to the universities as well as additional funding. The State's basic funding

ensures adequate conditions for carrying out the university's statutory duties. A significant part of additional funding is research funding distributed on the basis of national competition. The Ministry of Medical Education's of UP State provides the resources

Additional funding

Of the university's total funding, the share of additional funding is about 1%. The most significant sources for additional funding are the Department of Health Research, Indian Council of Medical Research, Department of Science & Technology, Department of Biotechnology, WHO, UNESCO, UGC, structural funds and chargeable commercial operations. The university's researchers and research groups are primarily responsible for applying for additional funding.

Internal allocation of funds

Internal allocation of funds follow the university strategy, and offer incentive based on openness and fairness. Strategic funding is allocated on the grounds of profitability and quality.

Premises

The university has only one campus – in Chowk.

Equipment and research materials

Equipment

The equipment register is maintained by the Finance Office. The purchase of equipment and furniture is guided by the procurement guidelines.

Research materials

The Research Cell provides the guidelines in matters related to the rights to use research materials.

Laboratory quality systems

The university's laboratory quality systems are described in greater detail in the quality manuals of the university units concerned. Laboratory operation is controlled by, for instance Environment cell, and Biomedical waste management rules, hazardous waste management and handling rules.

Processes

The functioning processes are described in KGMU's statutes.

Process of basic degree education

In accordance with the university's strategy of basic degree education, education at the university is of high quality and compliant with the needs of society. The teaching is developed with the student-centred learning process in mind. The processes linked with teaching are effective. The educational structures are flexible. The educational principle is based on lifelong learning. The right to minor subject studying is mainly free. Student well-being and graduation in accordance with the degree goals are first in priority.

Processes related continuing education

Several skill courses like Basic life support, Advanced Cardiac Life Support, Hand hygiene, and Continuing Medical/Dental Education programmes are organized at regular intervals for Students, Faculty and also employees.

Separate processes for lifelong learning

The promotion of lifelong learning is a function to flexibly respond to the increasingly versatile needs and demands of employees, students, faculty members and the community.

Process of social interaction and educational mission

King George Medical University has networked with national / international experts, to function as part of the research, development and innovation system in cooperation with the business sector, research institutes, universities, and technical colleges.

Alumni activities

Alumni activities refer to versatile liaisons with all those who have graduated or functioned in King George's Medical University.

Entrepreneurship and innovation process

Entrepreneurship and innovation operations include invention and innovation activities, activation of commercialization of inventions and promotion of the same at the university. Research cell helps in assessment of commercialization of research-based expertise and looks after the commercialization procedures connected with patents.

Administrative support processes

The task of the KGMU Administration Centre is to support the realization of the university's strategy by acting as the general preparatory and implementation body of the Academic Committee, Executive Council and Deans, in accordance with the administrative regulations. The Vice Chancellor is responsible for the processes concerned.

Library services

The Library is a service centre at the KGMU which functions in close cooperation with the various faculties.

Learning Centre services

The Department of Medical Education is responsible for organizing activities and development programs for Faculty at regular intervals.

IT Centre services

IT Centre looks after the information technology-related service integer of the university in addition to maintaining and developing the university's IT infrastructure. The IT Centre supports the data administration in information system projects and is responsible for the university's technical data security and the general development of information security. The IT Centre Member Secretary is responsible for the processes.

Assessment and development of operations

Audits and assessments

The university participates in the assessments organized by the regulatory bodies on national/international core operations, subject areas and educational sectors. These assessments are conducted on all operational levels.

Internal audit

An internal audit is an independent quality management targeted assessment carried out by trained university personnel. It must be conducted at specific intervals to assess the operational units' quality management as well as their functionality and strengths, and possible targets for development are presented.

External audit and benchmarking

The university participates in audit in accordance with the national audit bodies. □ The university takes part in the universities' national quality cooperation network.

Management assessment

University obtains information about the success of its operations in the faculty's internal performance assessment and in the development discussions engaged in with the staff.

Research assessment

The university participates in the assessments of subject area-based research conducted by national bodies. The university itself organizes peer reviews at regular intervals.

Assessment of education, instruction and learning

The university participates in subject-area based assessments conducted by internal and external international peer reviews at regular intervals.

Assessment of social interaction

The university receives feedback from the society unofficially at various meetings and in personal interactions and mutual encounters.

Management of complaints and development targets

University aims at high-quality education and research. To ensure the same, quality assurance measures are implemented at the university and key indicators are monitored. Complaints, requests for corrections or serious targets for development are evaluated by Dean, Quality Control & Future planning.

The general handling of complaints/ requests for corrections is the responsibility of the Grievance Cell. The grievance redressal officers in each department have been deputed amongst the Faculty to report any grievance to the Grievance Cell.

Management reviews and development of operations

Internal Quality Assurance Cell holds regular meeting that concentrate on management review. During this review, the quality indicators and gauges are dealt with and a summary is prepared by the Dean, Quality Control & Future planning on the basis of the internal audit and other assessments and evaluations performed.

