



King George's Medical University UP Lucknow India Internal Quality Assurance System (IQAS)

Vision

IQAS aims at attaining realistic quality benchmarks in teaching-learning, patient care, research and administrative activities of the University, through periodic assessment, promotion of a conducive academic environment and sustenance by doable quality initiatives and action plans in the implementation of its institutional and human values.

Mission

Development of Quality Culture in the institution by continuous improvement through regular self-evaluation of all its processes which further envisages quality enhancement in teaching, learning, research and patient care.

Motto

Service
Sincerity
Sacrifice

Discipline

Committed
to Excellence

Ethics

Core Values

Compassion
and Empathy

Team Work

Professionalism

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The Intent Of The Quality Policy

The intent of the Quality Policy is to define the INTERNAL QUALITY ASSURANCE SYSTEM (IQAS) and ensure that it is communicated to all staff. Quality policy and quality objectives are to be approved by the University Executive Council which provides a starting point for the university's IQAS. The policy is a dynamic document and has to be reviewed annually and signed by the Vice-Chancellor. All staff members must read and acknowledge understanding of the policy. The Quality Policy of the King George's Medical University is given below and should be published as a separate document as Quality Policy and must be displayed **at an appropriate place on the UNIVERSITY WEBSITE.**

In pursuance of the provisions of clause (3) of Article 348. of the constitution, by notification no-2682/7 1-2-1 1-CMU6/03, dated 29 July 2011, all activities of the University are abode by rules and regulations set under its Act and Statutes and this policy document delineates the commitment and processes to build a quality culture among its all stakeholders.

The Quality Policy

The King George Medical University promulgates comprehensive patient care by dedicated and well-trained health care professionals who also ensure quality teaching and learning opportunities to its students while supporting research and innovations. It is committed to providing reliable benchmark services to all its stakeholders without violating the powers conferred by the state legislation.

It is committed to carrying out all basic tasks in a reliable and high-quality manner which takes into account the needs of the individual, society and environment. Its strategic management and continuous operational developments are based on analysis produced via regular evaluations and feedback. The university aims at nurturing innovations, and research and works relentlessly towards maintaining globally accepted education and research community image and is bound to continuously work towards nations' capacity building. It 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 all stakeholders are met, the University:

- Operates an internal quality assurance system to integrate the organization, procedures, processes, and resources.
- Set quality objectives and plans to implement this quality policy, and seek to achieve continual


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quality improvement.

- Ensure that all personnel are familiar with the quality policy and all procedures relevant to their work.
- Committed to the health, safety, and welfare of its entire staff.
- Upholds professional values and is committed to good professional practice and conduct.
- Creates and nurtures a quality ethos based on continual improvement.
- Ensures that its activities have a calculated and limited impact on the environment and comply with relevant environmental legislation.
- Ensures that the suitability and effectiveness of this policy is reviewed as part of the annual management review.



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Internal Quality Assurance Cell (IQAC)

The cell will function in a dynamic environment to develop a system for conscious, consistent and catalytic improvement in the overall performance of the institute.

Composition

1. Chairperson: Vice-Chancellor
2. Teachers to represent all levels (Three to eight)
3. One member from the Management
4. Few senior administrative officers
5. One nominee each from local society, Students and Alumni
6. One nominee each from Employers /Industrialists/Stakeholders
7. One of the senior teachers as the coordinator of the IQAC (From Deanship of Quality and Planning)
8. Members from the Deanship of Quality and Planning (one member will act as coordinator)

The composition of the IQAC will depend on the size and complexity of the institution, accordingly, the representation of teachers may vary.

The membership of such nominated members shall be for a period of 2 years.

The IQAC should meet at least once in every quarter.

The quorum for the meeting shall be two-third of the total number of members.

The agenda, minutes and Action Taken Reports are to be documented with official signatures and maintained electronically in a retrievable format.

It is necessary for the members of the IQAC to shoulder the responsibilities of generating and promoting awareness in the institution and to devote time to working out the procedural details.

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Members nominated must be persons from various backgrounds who have earned respect for integrity and excellence in their teaching and research. Moreover, they should be aware of the ground realities of the institutional environment. They should be known for their commitment to improving the quality of teaching and learning.

It is advisable to change the coordinator after two to three years to bring new thoughts and activities to the institution.

It would be appropriate to choose senior administrators, persons in charge of institutional services such as a library, computer centre, estate, student welfare, administration, academic tasks, examination and planning and development.

The management representative should be a person who is aware of the institution's objectives, limitations and strengths and is committed to its improvement.

The local society representatives should be of high social standing and should have made significant contributions to society and in particular to education.

Role of the coordinator - The role of the coordinator of the IQAC is crucial in ensuring the effective functioning of all the members. The coordinator of the IQAC may be a senior/competent person with experience and exposure in quality aspects. She/he may be a full-time functionary or, to start with, she/he may be a senior academic /administrator entrusted with the IQAC as an additional responsibility.

Secretarial assistance may be facilitated by the administration. It is essential that the coordinator may have sound knowledge about the computer, data management and its various functions such as usage for effective communication.

Operational Features of the IQAC Quality assurance is a by-product of ongoing efforts to define the objectives of an institution, to have a work plan to achieve them and to specify the checks and balances to evaluate the degree to which each of the tasks is fulfilled. Hence devotion and commitment to improvement rather than mere institutional control is the basis for devising procedures and instruments for assuring quality.


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Roles/Functions of IQAC

IQAC helps the institutions in planning and monitoring. It also gives stakeholders or beneficiaries a cross-sectional participation in the institution's quality enhancement activities.

- Development of operating systems and processes for fulfilling the institutional vision of quality services in all seven domains.
- Development and implementation of a robust 360-degree evaluation or feedback system from all stakeholders.
- Conduct periodic performance audits of the various operational units.
- Monitoring and analysis of internal audit processes.
- Assess the progress of the institution against predefined parameters annually.
- Plan possible solutions to maintain and improve quality parameters.
- Initiation and coordination of quality-related activities, including adoption and dissemination of best practices.
- Periodical appraisal of the concerned by organizing inter and intra-institutional workshops, seminars on quality-related themes and promotion of quality circles.
- Preparation of Annual Quality Assurance Report (AQAR) for external accreditation of the university [NAAC, NIRF, World Ranking]

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**King George's Medical University UP
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IQAC Core Committee (IQAC-CC) - as per guidelines of NAAC

**IQAC Chairman
VC KGMU**

**Execution and
Coordination of all
activities by Dean QP
(appointed by VC)**

360 degree FEEDBACK

Design
Disseminate
Collect
Analyse and Presentation
Recommend Remedial Measures to
Improve Target areas

**Convene meetings to
assess gaps with various
units and recommend
remedial measures**

Sharing Best Practices
Conduct
Seminars/Workshops/Conferences/W
ebinars on Quality issues
Submission of university credentials
for ranking and accreditation

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Objectives

1: To Promote Quality in Medical Education

A: Strengthen the quality of education by professional growth and development of faculty members

- Facilitate a learner-centric environment conducive to quality education.
- Evaluate the processes and practices, suggest measures for improvement in the education delivery system, and monitor implementation of policy decisions for quality upgradation and sustenance.
- Promote the use of best practices and latest technology for effective delivery of information and knowledge to the learners.
- Facilitate faculty sensitization for incorporation of participatory and collaborative teaching and learning processes.
- Ensure upgradation of the skills and knowledge of the teachers through active participation in conferences, seminars, workshops, etc.
- Motivate teachers regularly to augment teaching quality.

B: Continuous improvement in Holistic development of Students, Faculty and Academic Staff

- Develop a system to cater for the needs of students' diversity for language and technology enablement
- Develop systems to provide support to slow learners
- Develop mentor-mentee program to facilitate student-friendly environment
- Inculcate and reinforce core values of humanity, professionalism and ethics in our professionals by adding short term value-added courses as part of the curriculum
- Encourage student-initiated research, field projects and active participation in university social outreach activities
- Strengthen recreational facilities for the overall development of students, faculty and staff.
- Facilitate student and faculty participation in curricular and extracurricular activities

C: Monitor & strengthen feedback and audit system

- Strengthen feedback mechanisms and documentation to evaluate the outcomes

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- Analyzing student feedback on institutional performance

2. Provide and promote quality in patient care

Enhance existing clinical care programs in the institute to offer world-class expertise to the patients

- Collaboration with experts at local, national and international level
- Develop disease-focused Centers for Clinical care delivery
- Develop and disseminate standard operating protocols for existing and new clinical care programs
- Establish national disease registry centres for the collection of epidemiological data of common diseases
- Audit health care quality and patient safety on regular basis

3. Develop a culture of quality in research

- Enhancing research initiatives by students and faculty, involve them in multidisciplinary, multi-centric research.
- Promoting quality in research culture among faculty and students.
- Develop research consortia.
- Encourage community need based, translational, and evidence based research
- Integrate education, administration and quality projects in research
- Stimulate research environment for promotion of quality publications with high impact journals.
- Focus on innovations and patents
- Collaboration for startups

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4. E-governance

A: Transparency in overall administration

- Maintain efficient and effective working of individual operational systems of the University for transparency

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- Zero tolerance to corruption
- Frame policies for conflicts, rule infringements and punitive actions.

B: Planning and Development

- Identification of developmental needs of affiliated institutions to include Human resources, infrastructure, teaching-learning, research, patient care and community impact planning and development
- Effective and efficient use of resources
- Setting up accountability
- Create a team of national and international experts team to advise and review

C: Technology-assisted governance

- Transparency in Financial, Clinical, Academic & Technical Audits
- Use technology to establish transparency in admission, evaluation, office administration, transactions.
- Develop E-Governance strategies for the institution
- Rigorous evaluation and reporting of successes and challenges

D: Safety and Security of all employees and consumers (students and patients)

- Assure safety/security in and around campus
- Strict rules/policies for infringement

E: Encourage and strengthen Alumni support

- Create efficient tracking system/ database maintenance of alumni.
- Encourage alumni participation in Universities' activities.
- Encourage for intellectual and financial support

5. Develop a culture of quality in Community Engagement and Outreach programs

- To design, organize and convene the process to serve a clearly defined purpose and the needs of the participants.
- To incorporate equitably diverse people, voices, ideas, and information to prepare the groundwork for quality outcomes and democratic legitimacy.

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- To Collaborate with government and community institutions to work together to advance the common good.
- To explore new ideas unconstrained by predetermined outcomes, learn and apply information in ways that generate new options, and rigorously evaluate community engagement activities for effectiveness.
- To be clear and transparent about the process, and provide a public record of the organizers, sponsors, outcomes, and range of views and ideas expressed.
- To ensure each participatory effort has real potential to make a difference, and that participants are aware of that potential.
- To promote a culture of participation with programs and institutions that support ongoing quality community engagement.

6. Develop a culture of quality in Environment protection

University realizes its commitment towards protection of both environmental and natural resources in the country.

- To create an Environmental Management System (EMS) to attain a sustainable environment.
- To provide the data regarding utilization of natural resources and reduction or reuse of generated wastes.
- To prevent environmental pollution within campus, compliance of environmental regulations and improvement in environmental performance.
- To spread awareness of environment safety issues among its stakeholders.
- To promote internal and external environmental audits

7. Develop best practices

A: Assure quality by constantly improving and implementing existing policies.

- Develop, drive, implement and review formal SOPs to ensure quality
- Identify challenges issued in designing and implementing them, constraints / limitations in practicing uniqueness,
- Assess the evidence of success

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Monitor & strengthen feedbacks and audit system

- Strengthen feedback mechanisms and documentations to evaluate the outcomes

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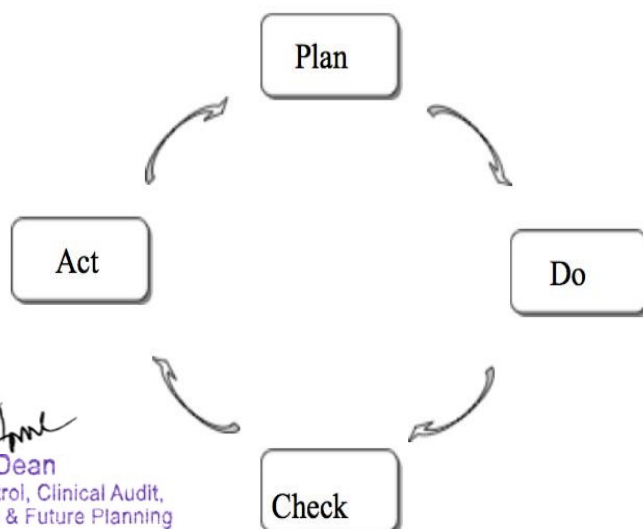
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- Audit health care quality and patient safety
- Analyzing student feedback on institutional performance
- Review meetings with the administrative staff, Authorities and Statutory bodies

Organization and implementation

The IQAS is a dynamic structure that follows the principles of continuous development and covers all university processes. It is developed on the basis of internal and external audits, evaluations and feedback. Quality at KGMU is the responsibility of its staff, faculty and students. Every member or personnel of its community is for their part responsible for the university's high-quality operation and results consistent with its objectives. Students are expected to take part in the operational development by providing feedback and participating via their representatives in the operation of various university bodies. IQAC is responsible for playing a crucial role in developing recommendations on the basis of clearly defined processes. Various cells are responsible for developing or modifying the processes for bringing desired outcomes in their respective fields.

Assessment and development of operations



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The operational principle behind the IQAS is the continuous systematic development of operations in accordance with the Deming circle (PDCA).



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The system generates information required by the management as well as by the internal and external interested parties for the development of operations and the making of decisions. The systematic assessment and development of the university's own operations represent an important part of the quality effort by all operational units and individuals.

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