

CHANGING ROLE FOR CHANGING EDUCATION

The educational system must keep pace with changes in industry's needs – nmcQC is taking steps towards that end

THE GOOD NEWS IS THAT Colleges and Universities are joining the quality movement.

THE BAD NEWS IS THAT the involvement is still in the early stage of development and some are just thinking about getting involved.

Institutions nowadays have become another industry producing some educated youths and not actual knowledgeable individuals.

The success of quality management in industry has prompted everyone to ask why not in our field. Be it hospital, Hotel or an institution. Above others, Institutions is to be preferred first, as the input for any other industry or discipline is reaching only through institutions.

Quality is never achieved by accident. It is the result of a throughput input, a sincere approach and a skillful execution. Today if you want to stay in the race, the educational environment is emphasizing the requirement of a continuous improvement in imparting the knowledge-based education to students. The colleges should first think of implementing TQM in their administration.

The technological explosion in fact dictates the need for more dedicated and efficient engineers, scientists, marketing, and service specialists. However, we have failed to guard against becoming a country with overeducated white collard incompetents. Admittedly, we know, this data is frustrating.

If our Educational Institutions do not take the challenge and strive hard to prepare the students to take the "bull by the horns," India will be continuing only as a country, which provides services only, rather than one that produces merchandise. That is why our standard of living is still as one that reflects the capabilities of a servant and not the boss.

To expect a quality programme to function effectively without total management commitment is like hoping a child to be matured properly without parental direction with care and affection.

Every student in the campus must follow the assigned duties and responsibilities, which, could be nothing but being attentive to the study requirements. If he attempts to hide his inability to follow what the lecturer teaches him and fails in the exam, it reflects upon his integrity towards the cause and not the failure of the teacher. Furthermore, it could even seriously damage the reputation of the institution, leaving the fact that it would tell upon his future also.

At present, you may be fortunate enough to be part of an ISO Certified body. You must know that this keeps you one step above your equivalents from another institution that is still to be certified. So is your Soft Skill Capability.

You all will agree that there is no magic wand, which would bring success overnight. However, what is the secret to make it happen?

The secret is in working together to bring out better product and better organisation. It is the responsibility of the top management to establish enthusiasm and environment. It is equally the responsibility and duty of the staff and students to use the facilities to better their images and ultimately the image of the institution. Everybody must pull in the same direction with a sole common purpose. This is like the two horses mounted on to a wagon.

To achieve an academic excellence, Institutional Quality Circles would be the most ideal tool. This would encourage the small group activities and bring a friendly atmosphere between students and the management and in between themselves.

You all might have heard about and may be practicing some Quality Circle (QC), Small Group Activities. The following objectives form the basic ideas behind QC Circles:

To contribute to the improvement and development of the organisation, we belong.

To respect humanity, lead a worthwhile life and establish a happy and harmonious working environment.

To fully display human capabilities and eventually show their infinite powers.

There is no mystery about the success. It is like a Hockey or Cricket Team work. It just takes leadership, talent and of course, the old-fashioned hard and committed work.

Teaching calls for three qualities. Knowledge is the first. Next happens to be communication skill, the ability to pass on the knowledge to the students. Aptitude, without which all others become redundant, is third. The importance of soft skills need not be overemphasized in an age where so much of premium is put on interactivity and communication with leadership qualities.

The quest for acquiring soft skills should begin early. First and foremost is to develop the mind set that you do lack in skills and require augmenting the soft skills capability. If you assume you know everything and do not require any improvement, even then attending courses on soft skills could be an eye opener for you to know how much you miss.

It thus goes without saying that if students do not have the necessary soft skills to go with other qualifications; they might not be able to make it up the corporate ladder easily.

Effective **Communication skill** is something every professional needs to possess. **Verbal / non-verbal communication skills, presentation / public speaking ability and good telephonic skills** are essential even for normal routine life. **Written communication** would include **report writing and email etiquette** and so on. **Listening skills** are another vital aspect of the art of communication. Every one of us mostly ignores this aspect. In search for success, **Teambuilding Skill** gives you the ability to work in a **team** can add tremendous value to your employability quotient. **Interpersonal skill** holds important role in this respect.

Leadership Skill, Motivation, Time Management, Stress Management, Creative Thinking, Front line Strategies etc., are some important strategies for young engineers. **Problem solving** abilities are tested and sharpened in **Quality Circles** activity. Managing **change** is another skill that you need to master.

Colleges that have made genuine advancements towards **Continuous Quality Improvements (KAIZEN)** share common characteristics including Mission Statement (**TQM**), commitment at all levels (**Involvement**), a strategic plan documenting short and long term goals(**Goal Setting**), implementing strategies to meet customer requirements and satisfaction (**Customer Satisfaction**), metrics to measure quality improvements(**Quality Tools**) and a platform for training the students in all the above areas(**Training**) are enjoying the forefront seat

Finally one last word. “With all the knowledge gained through trainings on skills, management is nothing but common sense – it is a very natural way of life. Yet, the skills help in meeting the situations skillfully through systematic processes and solve the problems.

Who We Are telling you all this?

nmcQC, as we are known to Chennai Institutions and Industry, is one of the popular consultants in providing dynamic solutions that help industry and institutions etc.

We as an organisation with a clear vision, promotes complete business skills essential for today’s environment. nmcQC would empower you with complete analytical thinking, planning and other soft skills that would pave way for sound administrative and organisational abilities. These qualities will make you as an invaluable asset for the organisation that you join.

Training from nmcQC would instill a self-confidence that would give you the power of fighting against all odds and provides you the opportunity to broaden your outlook and widen your horizon.

We are now running Group Training System with maximum 30 participants per group.

nmcQC provides foundation of services to help to maintain an exemplary professional capability. The consultancy provides a broad range of conferences, seminars, and training programmes and **with more forthcoming support from industry and institutions, proposed to go for publications to serve these needs.**

nmcQC takes a new look at cooperative efforts by both institutions and industry. nmcQC would like to volunteer to be a bridge in this alignment for long-term improvements.

nmcQC offers all out support to the institutions in fulfilling their responsibility of providing a best professional growth to their students through a continuing education programme on personal skills in every industrial areas.

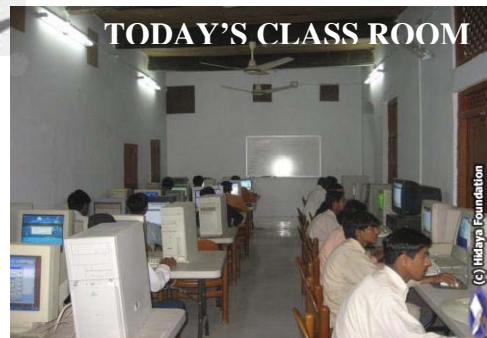
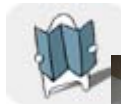
Kindly remember:

“Things must be done right every time, so that they are done well. Perfection must be your credo of work and Quality your way of life.”

-- Muthukrishnan



OLD CLASS ROOM



TODAY'S CLASS ROOM

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