## QUALITY POLICY

Dr. C. V. Raman University is committed to provide quality education through the state-of-art Infrastructural and Instructional facilities, Global Benchmarking, HR Synergy, operational quality management, Consistent value enhancement, continual motivation and nurturing creativity.

### (A) DEFINITION OF QUALITY

1. Dr. C.V. Raman University (The CVRU) is committed to striving for excellence in teaching, research, innovation, public service, intellectual leadership, outreach, governance and administration.

2. In seeking to achieve its goals the University is guided by five interrelated dimensions of quality. These are: (i) fitness of purpose; (ii) fitness for purpose; (iii) value for money; (iv) transformative development of students and staff; and (v) adherence to high standards, including internal and external societal service standards.

3. *Fitness of purpose* refers to the University's ability to define objectives that are relevant to its stakeholders' needs and pursuant to its mission. This dimension of quality aims to evaluate the adequacy of the quality-related intentions of the organisation or programme.

4. *Fitness for purpose* refers to the University's ability to fulfil its stated objectives and mission at both institutional and programme levels. It is concerned with assessing an institution or programme against indicators and standards derived from its basic mission and stated objectives.

5. *Value for money* refers to the University's ability to demonstrate efficient and effective use of its human, physical, technological, information and financial resources.

6. *Transformative development* of students and staff refers to the University's ability to contribute to the enhancement of the knowledge, skills and attitudes of staff and students.

7. *Adherence to high standards* refers to the University's ability to consistently meet agreed service standards and/or apply best practice in its delivery of academic, professional, technical or support services and in its communications with internal and external stakeholders.

8. In fulfilment of The CVRU Mission, these five dimensions of quality are applied to the management of all of University's human, physical, technological, information and financial resources, internal operations and communications.

## (B) QUALITY OBJECTIVES

- To achieve Academic Excellence by providing quality education with long term values.
- To organize continuing education programs regularly in order to keep faculty & students abreast of ever-changing technology.
- To provide a competitive edge so that the students qualify for jobs in the best Companies of the World.
- To Inculcate Moral, Ethical and Spiritual Values in the students to make them World-class citizens.
- To anticipate and fulfill the requirement of the student, industry and community by adopting best practices.
- To Comply with the regulatory requirements and continually improve the effectiveness of the Quality Management System, review the Quality Policy and Objectives of the University for its continuing suitability.
- To enhance quality of life through R & D, team work and industry interface.
- To facilitate all round development of our staff members through regular training and gradation of their skill.
- To implement all the clauses of ISO 9001:2015 for Quality Management System.
- The Quality Policy is displayed at all prominent places in the University.

- Conformity to the regulatory requirements of UGC, AICTE, BCI, PCI, NCTE & Govt. of Chhattisgarh.
- Upgradation of teaching facilities through addition of teaching aids and equipment.
- Upgradation of faculty through enhancement of their knowledge by upgrading the academic qualification, interaction with industry, through seminars, educational tours, visits, etc.
- To measure customer satisfaction level periodically through student feedback reports, student placements through campus interviews and overall success in university examinations.
- Monitoring quality management system to ensure earliest corrective action in the event of any non-conformity. The management is committed to these quality objectives and also ensures that they are known, understood and implemented by all members of the institute.
- To provide long-term value creation with al types of societal values, academic values, human values, religious values and spiritual values.

## (C) PURPOSE OF QUALITY POLICY:

The Quality Policy of Dr. C.V. Raman University (The CVRU) establishes the University's approach to **Quality Management.** It sets out the methods by which Dr. C.V. Raman University (The CVRU) assures its stakeholders of the high quality of its academic and non-academic outputs, as well as all aspects of its educational provision (quality assurance). It also explains how it enhances the quality of its academic and non-academic outputs and educational provision (quality enhancement). The Quality Policy supports the achievement of Dr. C.V. Raman University's Mission and Vision. It also facilitates its continuing institutional and programme accreditation.

## (D) SCOPE OF QUALITY POLICY:

The Quality Policy applies to all academic and non-academic staff employed at or contracted to Dr. C.V. Raman University. This includes members of Executive and Senior Management, Administrative, Technical and Support staff, Senior Administrative and Professional staff and Academic staff. The Policy applies equally to the University's academic operations (design and all modes of delivery of taught programmes and courses, research and innovation) and non-academic operations (design and delivery of administrative, financial, technical, professional and support services) as well as to its formal and public engagement.

## (E) POLICY STATEMENT:

Dr. C.V. Raman University adopts a systematic approach to quality management.
Dr. C.V. Raman University Quality Management System (QMS) is predicated on (1) Dr. C.V. Raman University's definition of quality and (2) the implementation of Dr. C.V. Raman University Quality Management Framework (QMF) through IQAC. Together, these guides the University Departments, Institutes, Faculties, Centres, Cells, Committees, Clubs, Units and Societies, in the development of internal quality objectives, standards, desired practice and quality management mechanisms that are aligned to the University's approach. The University is also committed to periodically reviewing its quality policy, its quality management framework and the functioning of its quality management system to ensure their continued relevance and effectiveness.

## (F) CVRU QUALITY MANAGEMENT FRAMEWORK:

Dr. C.V. Raman University QMF is based on the concept of the Quality Cycle, which comprises four stages: Planning, Implementation, Evaluation and Improvement. The University is, therefore, committed to systematically planning its activities and establishing targets; monitoring and evaluating these activities, their outputs and outcomes; and using the results to improve its operations and outputs in relation to teaching, research, innovation, public service, intellectual leadership, outreach, governance and administration.

**Planning and Implementation Processes:**

*Strategic & operational planning:*

Dr. C.V. Raman University's Mission and Vision establish its overarching aims for the long- and medium term, while its Strategic Planning process produces five-year Strategic Plans which establish key strategic themes, goals and objectives. These are implemented through initiatives set out in Campus- and cell/committee/body/club/faculty/centere/department-level operational plans. All operational plans should include measurable targets related to one or more of the five dimensions listed in the University's definition of quality.

*Development, documentation and implementation of policies and procedures:*

In addition to the Strategic Planning process, the University provides detailed guidance on planning and implementation in relation to the quality of specific aspects of its human, physical, technological, information and financial resources; internal academic and administrative operations; and communications through approved and documented policies and procedures. Such policies and procedures must be easily accessible for reference by staff and other stakeholders, as relevant. All policies and procedures must be based on the following: consultation with all relevant stakeholders, consideration of any applicable statutory or accreditation requirements, reference to best practice at higher education institutions or other relevant entities and reference to the University's definition of quality.
The University is committed to providing adequate resources and support to enable implementation of its approved policies and procedures.

*Evaluation and Improvement Processes:*

The University has instituted processes to facilitate evaluation and enhancement of the quality of its academic and non-academic operations and outputs. These include processes for continuous monitoring and periodic review of (1) the operations of a specific Cell/body/committee/centre/department/faculty or (2) a specific operational process, which may span multiple cell/body/club/committee/centre/department/faculty. Evaluation processes must emphasize the value of soliciting and taking account of the views of external stakeholders. Evaluation processes must be followed by processes for development of improvement plans and subsequent periodic reporting/ follow-up on the implementation of initiatives detailed in improvement plans. Improvement initiatives are expected to be integrated into cell/body/committee/centre/department/faculty operational plans as far as possible in order to re-initiate the Quality Cycle.

*Internal and external reviews:*

The University's approach to evaluation and review underscores both self-reflection and external reference. Review processes may include a stage during which a Cell/body/committee/centre/department/faculty prepares a self-assessment of its performance in relation to its quality objectives. Reviews of the quality of output and operations of a

specific unit, or the implementation and outcomes of a specific process, may be undertaken or coordinated by an independent unit of the University appointed for this purpose.

*Institutional research:*

The University will undertake internal periodic quantitative or qualitative assessments of the quality of its operations and outputs through research studies involving students, staff and other stakeholders via University R&D schemes.

*Capacity-building:*

The University will provide support for the implementation of corrective actions and improvement initiatives arising out of its evaluation exercises. This support will include inhouse and external training or consultancy to develop or enhance the competencies of staff where appropriate.

## (G) ELEMENTS OF CVRU QUALITY MANAGEMENT SYSTEM:

The elements of the CVRU Quality management System are detailed in its QMS, although few are mentioned below as under:

**Role of the University's Quality Management Team in IQAC:**
The University has appointed a Quality Management Team (QMT) in its IQAC (Internal Quality Assurance cell) to oversee and coordinate its quality management processes.

**Terms of reference of the QMT in CVRU IQAC:**
- ❖ Promote implementation of the Quality Management System (QMS) throughout the University.
- ❖ Promote personal and unit responsibility for quality at Dr. C.V. Raman University.
- ❖ Receive Annual Reports from Senior Managers of every section and department on the areas of quality-based initiatives, its execution and applications in Dr. C.V. Raman University.
- ❖ Design & execute Policy across academic and non-academic operations of the University on the Campuses and in the Vice Chancellery framework.
- ❖ Assess the reports continuously for any duplication of functions and operations.
- ❖ Monitor follow-up action & identify and promote the dissemination of best practices as a quality enhancement process.
- ❖ Recommend measures to enhance the QMS.
- ❖ Establish working groups/sub-committees to undertake studies on issues impacting upon the optimum functioning of the QMS.
- ❖ Review Dr. C.V. Raman University Quality Policy and amend the same as required as necessary.

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*NB: This Policy was approved by the University Policy Approval Committee & IQAC.*