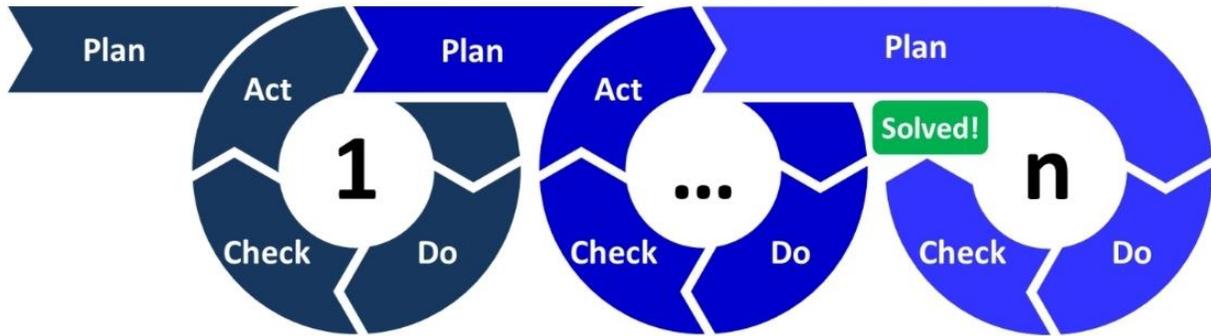
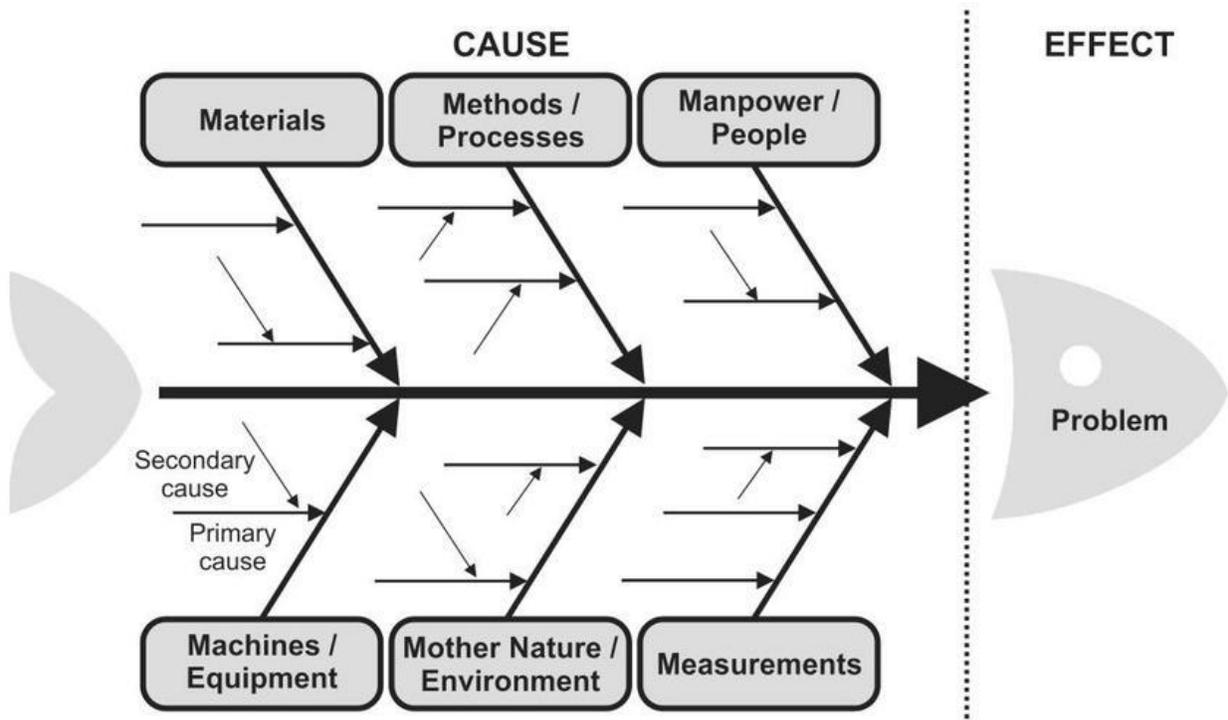


PDCA

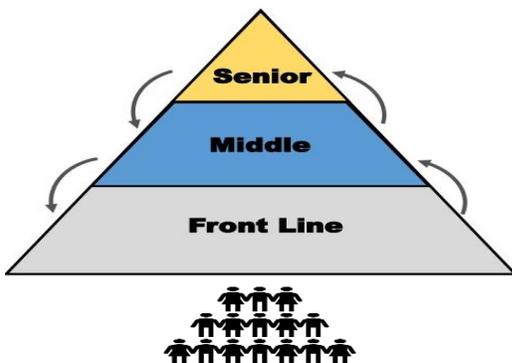
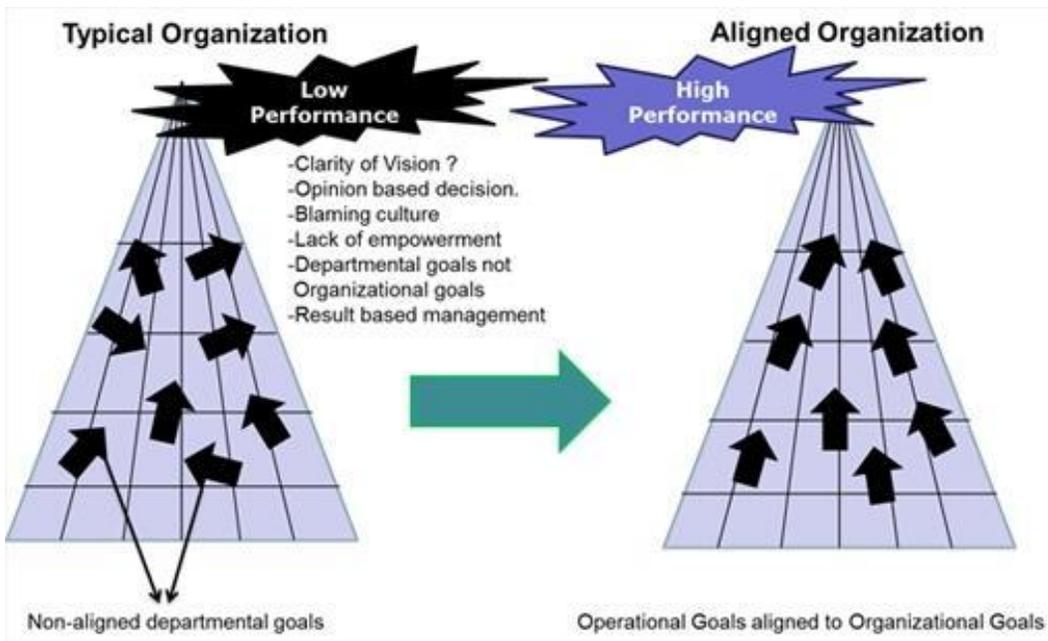
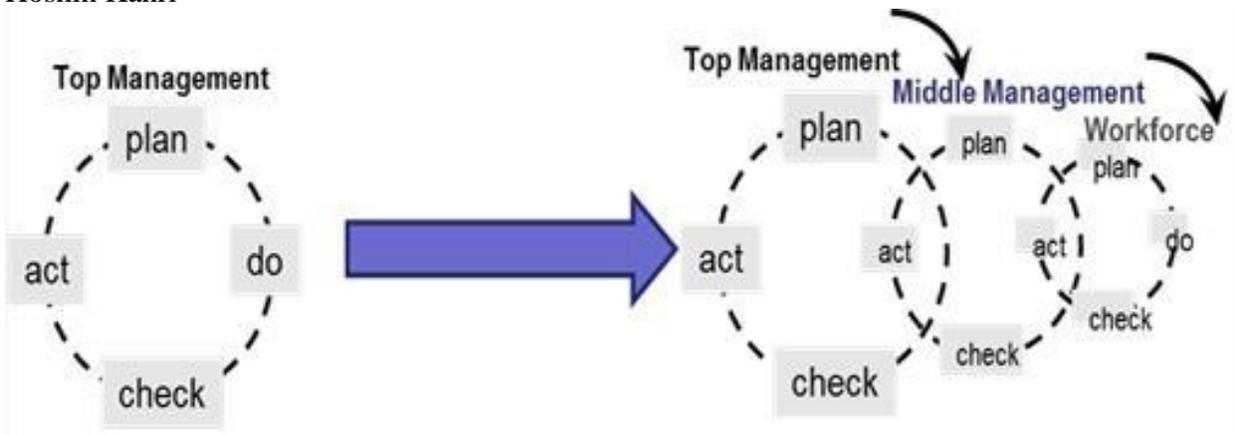
We believe that the implementation of the Deming, Juran, Crosby, Feigenbaum, Taguchi, Ishikawa, and Groomok methods will contribute to fortifying our quality enhancement cycle; starting with Deming's PDCA we will add in 2022-3 the other methods especially Ishikawa, Hoshin Kanri and Kaizen for their integral correlated approach leading to a comprehensive implementation of TQM within ULF.



Ishikawa

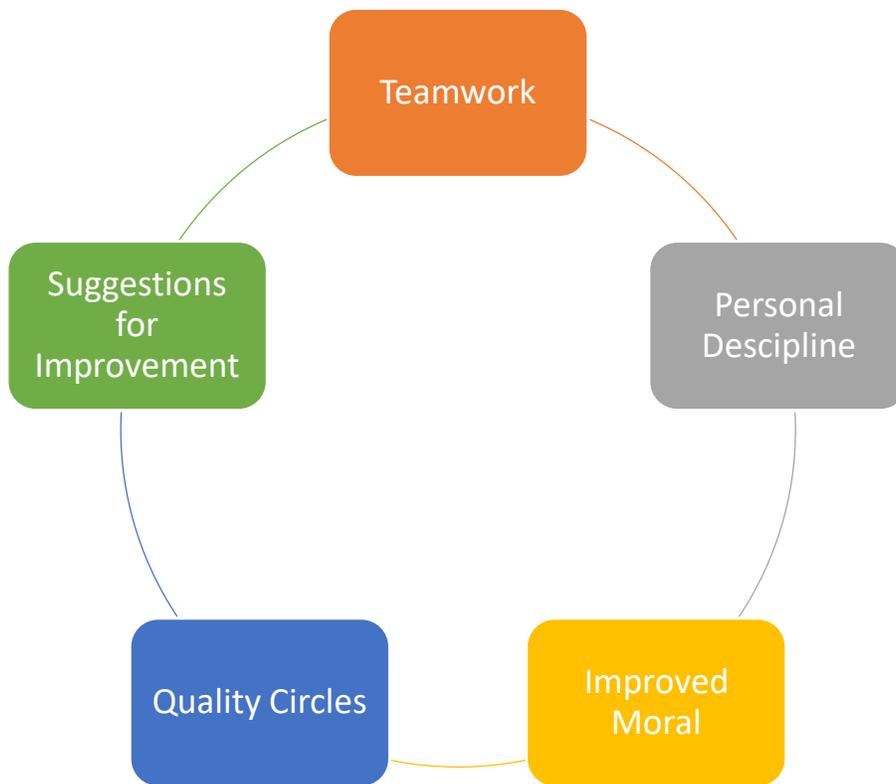


Hoshin Kanri





Kaizen approach



With reference to our first phase of implementing PDCA approach as shown below, we approach this within our academic and administrative operations; we included 3 examples on how we are working to integrate the PDCA in our procedures:

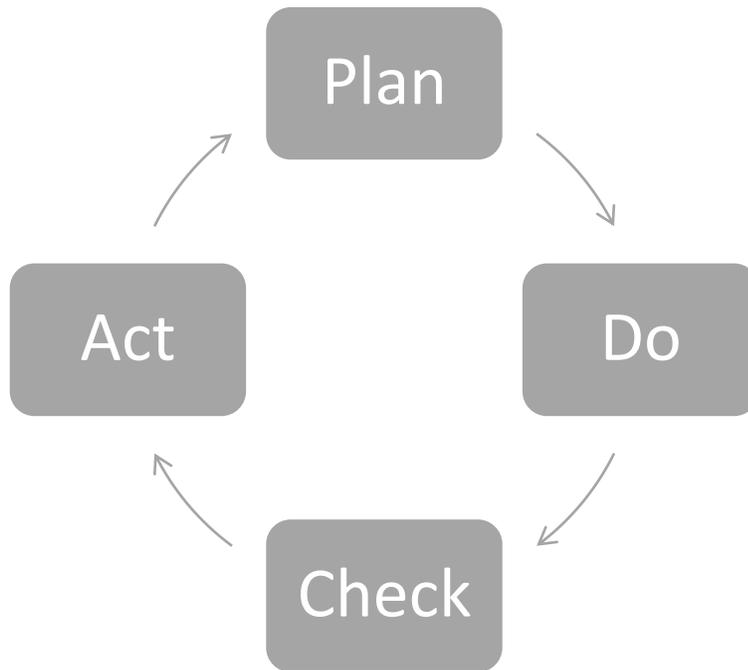


Figure 2: University Quality Enhancement Cycle

- PLAN ... identify and define what we want to achieve and develop an approach for achieving those goals
- Do ... identify and schedule actions for achieving our goals and implement those strategies
- Check ... monitor how we are progressing towards achieving our goals
- ACT... programme and implement actions for achieving our goals then, identify changes that need to be made so that we can better meet our goals and, possibly, reconsider the appropriateness of those goals through continuous improvement

Some Selected Examples on our Implementation of PDCA:

Pursuing TQM for total implementation at ULF we began with several of its principles and provided some selected examples on how we are applying it in our academic and administrative operations.

We recognise that Hoshin Kanri describes the key stages of his model or policy management which also complements the Kaizen and the PDCA cycle that are considered a culture beyond methodologies and are based on communication and collaboration among organisational members to improve Lean processes. We also accept that Kaizen is a living creature that can be applied to various fields of specialisation that are offered at the University. (TQM thoughts and concepts on Quality Control, Just-in-Time Inventory Strategy, Standardized operation, Efficient use of equipment, Waste disposal, are being explored to be integrated in our operations).

Work structure:

Each administrator's and academic's activities are carried out within the framework of TQM principles. The Director of Quality Management is also responsible for issuing total quality management directives twice a year to all university personnel to ensure that these principles are followed in all activities.

Initiation of total quality business transformation:

The PDCA approach of kaizen (plan, do, check, and act) will be used in this academic year (2021–2022) at ULF, but it will be developed and integrated with the other previously explained principles.

1. Examples: PDCA cycle of Course offering Scheduling Process

- create a course offering time schedule for the designated semester and year.
- the course offering preparation documents
- the DES invites the DDES for a scheduling meeting
- The DES asks the AAES to get the instructor's availability for the particular semester

Plan

- The DDES meets with the DES and work on the course offering schedule
- DES and the DDES will prepare a hand written course scheduling form by adding nest to each course offered the name of the instructor, day, and time.
- The DES approves the hand written course scheduling form.

Do

Act

- The DDES makes two copies of the hand written course scheduling form.
- The original one will be given to the DES and the copy will be archived in the course offering preparation file at the DDES's office.
- The DDES will give another copy to the AAES
- Adapt this cycle to create course offering, timing schedule and make some adaption incase Covid-19 cases increased and we were obliged to give online courses.

Check

- there won't be a conflict between the courses.

2. Examples: PDCA cycle of Course Offering Finalization Process

- finalize and print the course offering
- The AAES receive the needed documents and information for printing
- The AAES receives a copy of the Hand written course scheduling form from the DDES.
- The AAES type the information of the hand written course offering form on a new excel document.

Plan

- The AAES e-mails the DES the Excel scheduling form and CC it to the DDES
- The DDES cross reference the hand written course offering form with the excel scheduling.

Do

- The AAES gets the DES's signature on the course offering document and post it in a visible place in the University Lobby.
- The AAES archives a soft copy of the course offering in a folder named course offering for the designated semester and year.
- The AAES archives a hard copy of the course offering in a folder named course offering for the designated semester and year.

Act

- The DES asks the AAES to inform the instructors about their respective course title and scheduled time.
- check if any instructor has an issue with the scheduled course time, he or she will verbally contact the AAES to inform her about the issue.
- The AAES gets the DES's approval on the needed course timing amendment.
- The AAES use the information on the excel scheduling form to create a course offering document for the corresponding semester.

Check

3. Examples: PDCA cycle of MBA Course Offering Preparation Process

