

# ISO STANDARDS FOR QUALITY EDUCATION AND TRAINING FOR FACILITATING ACCESS TO GREY LITERATURE



By

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# ISO – 9001 STANDARD



**Implement QMS for productivity, profitability and performance**

## **MISSION OF ISO :**

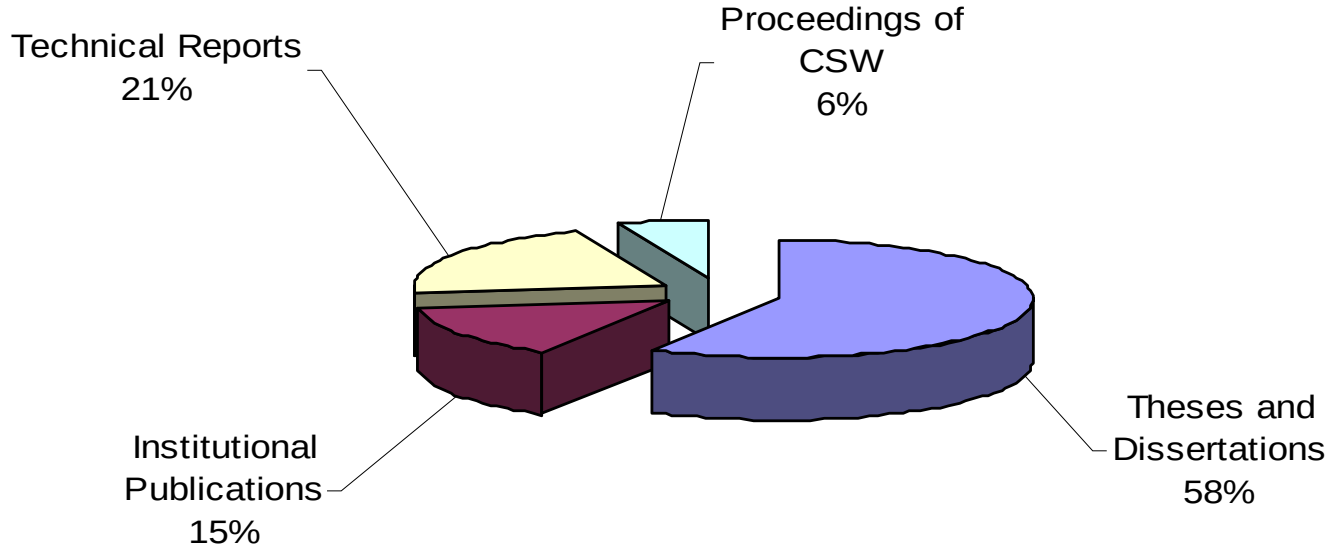
- ❖ **International standardization to facilitate world wide ex-change of products and services**
  - ❖ **ISO : Nick Name derived from “isoi” – means Equal, Uniform, Consistent. Quality of performance has to be consistent**
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**Education Ministry (India) gets Rs. 445 billion – A Big Boost**

## **FOCUS:**

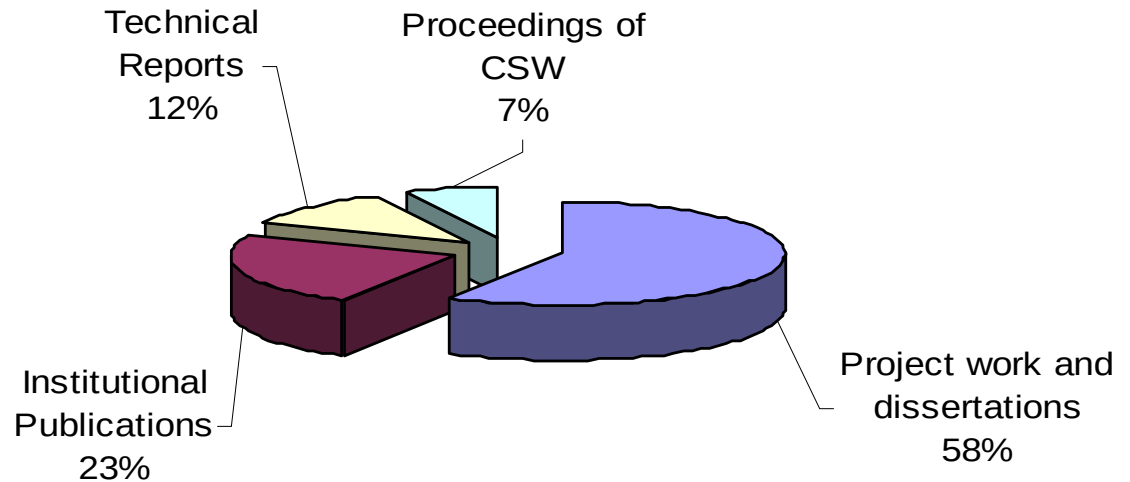
- ❖ **Encourage “Quality Research” and “Brain Gain Policy”**
- ❖ **Quality Assessment and Accreditation is Mandatory**
- ❖ **Organise Teacher Capacity Building and Employable Skill Development Programmes**

## GL at University Library



**GL  
Collection  
at the  
University  
Library:  
11.9%  
( 72400 )**

## GL at CIST Library

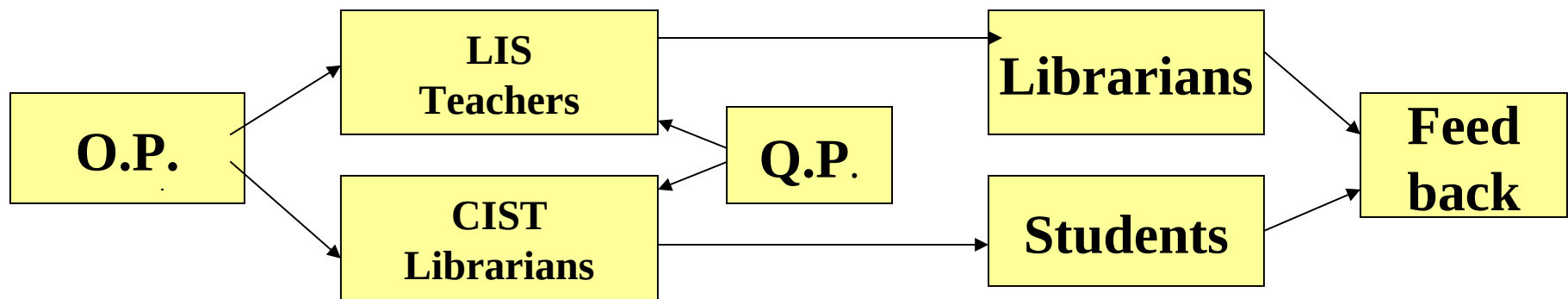


**GL  
Collection  
at CIST  
Library:  
48.4%  
( 2965 )**

# NEED FOR QUALITY EDUCATION

- ❖ To achieve, improve and sustain quality education
- ❖ To gain confidence of customers
- ❖ To encourage creativity
- ❖ To improve products / services continually
- ❖ To achieve students' delight
- ❖ To achieve global competitiveness
- ❖ Products / services work better and last longer

- Centre for Information Science and Technology (CIST) offers Five Post Graduate P.G. Courses.
- Conducts User Education / O.P. for Librarians and Students



# REQUIREMENTS

## QUALITY MANUAL:

**Vol. 1** About the organization, organization chart, functions & services: Quality policy and quality objectives

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**Vol. 2** Procedure for conduct of teaching / orientation programme

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**Vol. 3** Procedure for support services:  
Admission procedure, Review meetings, Library management, Equipment maintenance & Audit

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**Vol. 4** Format for capturing statistics / information (to ensure uniformity and consistency)

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**Half-yearly user education / orientation programmes.**

# FEED BACK FROM STUDENTS (QUESTIONNAIRE)

Name ..... Course ..... Year .....

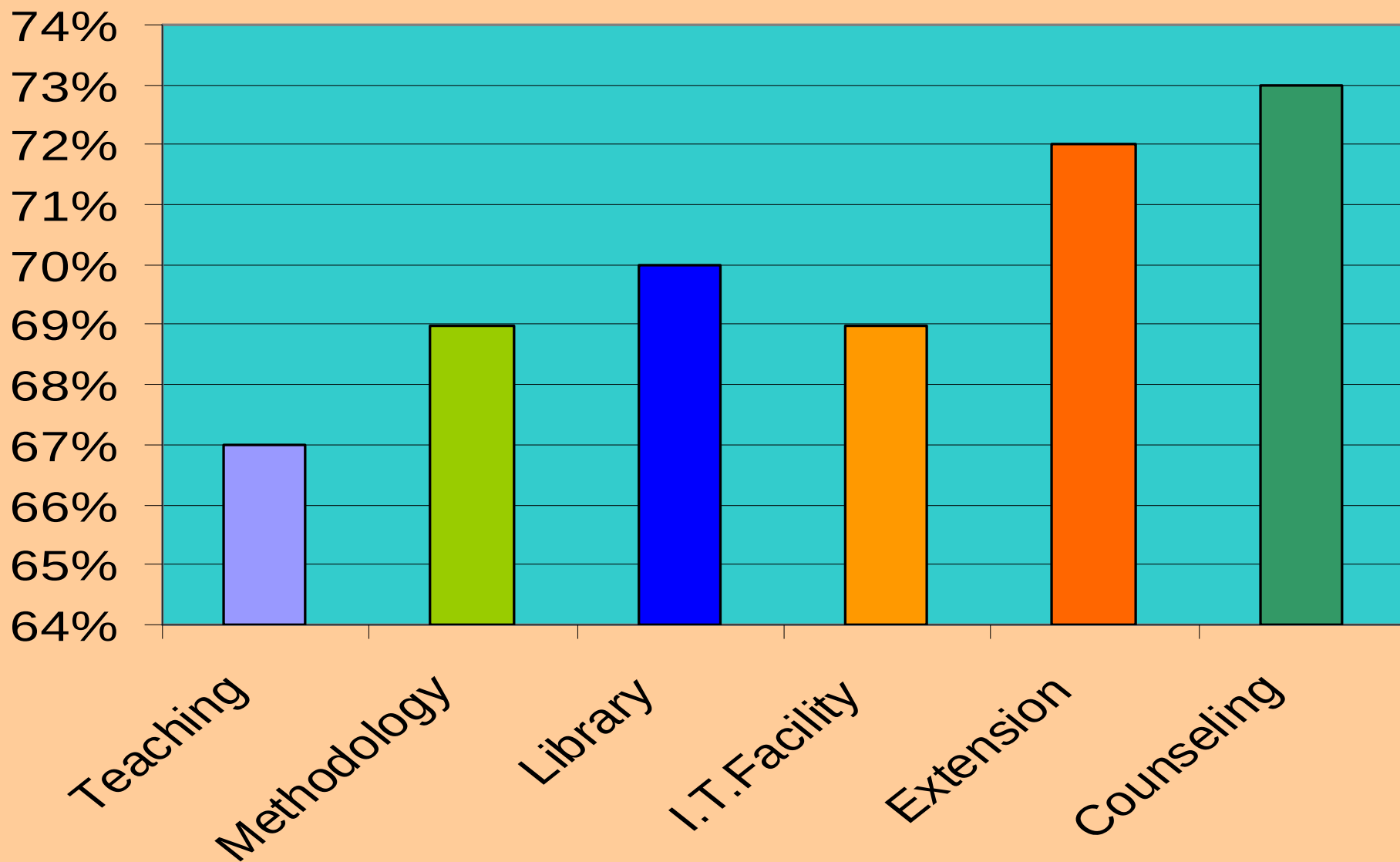
E = Excellent (81-100%), G = Good (61-80%), S = Satisfactory (41-60%), N = Need to Improve (up to 40%)

|    |                                |                          |
|----|--------------------------------|--------------------------|
| 01 | Teaching Performance           | <input type="checkbox"/> |
| 02 | Teaching Methodology           | <input type="checkbox"/> |
| 03 | Library Resources and Services | <input type="checkbox"/> |
| 04 | IT Infrastructure Facilities   | <input type="checkbox"/> |
| 05 | Extension Programmes           | <input type="checkbox"/> |
| 06 | Counseling and Security        | <input type="checkbox"/> |

|    |                                   |                          |
|----|-----------------------------------|--------------------------|
| 07 | Performance of Individual Faculty | <input type="checkbox"/> |
|----|-----------------------------------|--------------------------|

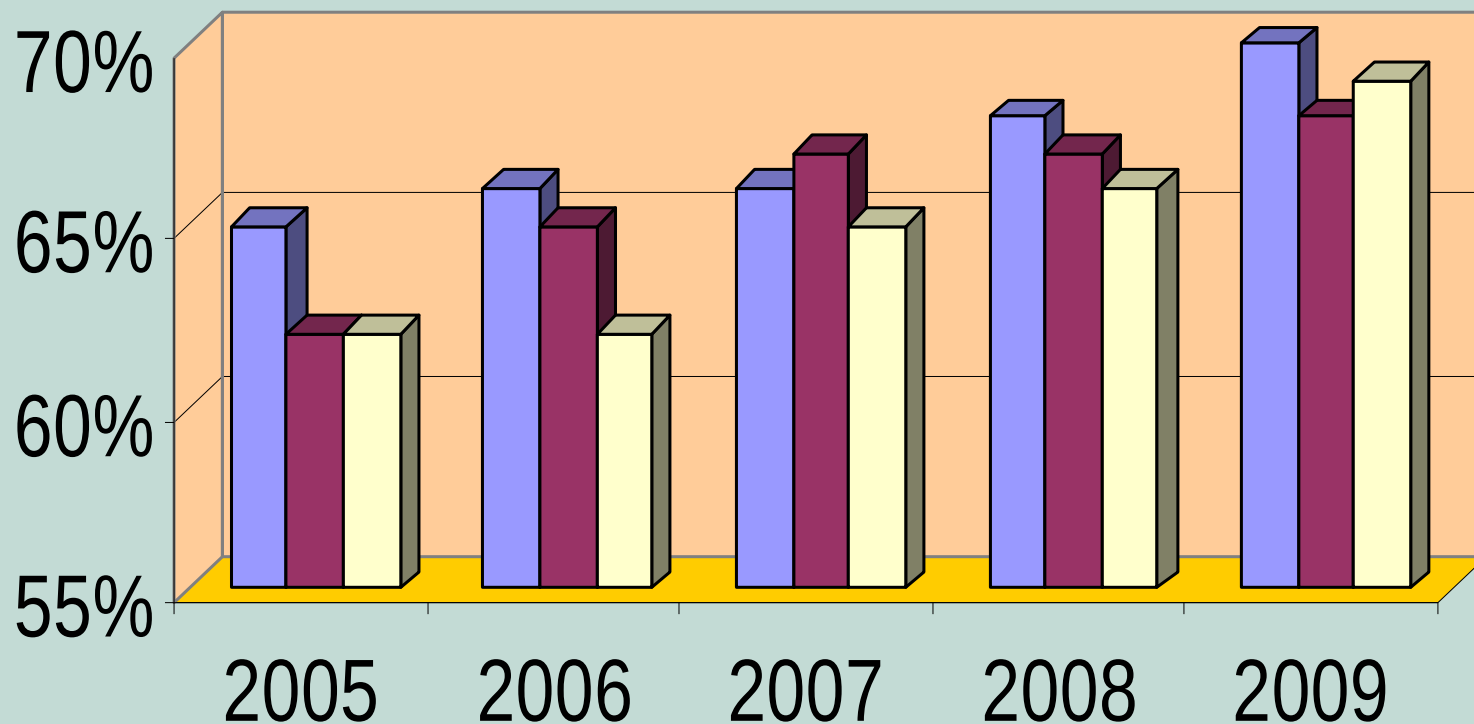
|            |             |                          |
|------------|-------------|--------------------------|
| Name ..... | Paper ..... | <input type="checkbox"/> |
|------------|-------------|--------------------------|

# CRITERIA-WISE PERFORMANCE OF CIST (2009)



**AVERAGE PERFORMANCE OF CIST IS : 70%**

# CONTINUAL IMPROVEMENT IN LIS (E & G RATINGS)



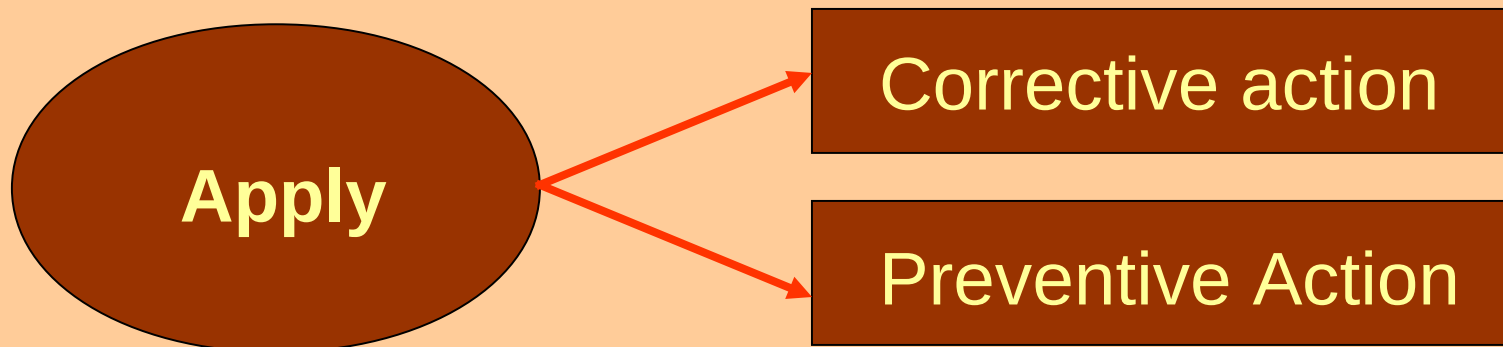
- Collection of Information Resources / GL in the Library
- Organisation of GL and Browsing Facility
- Performance of the Library Staff



# PERFORMANCE AUDIT



- ❖ You are going to define the objectives, set the procedures, fix the responsibilities and time target
- ❖ ISO Auditors will verify for compliances – may come across deviations / non-compliances

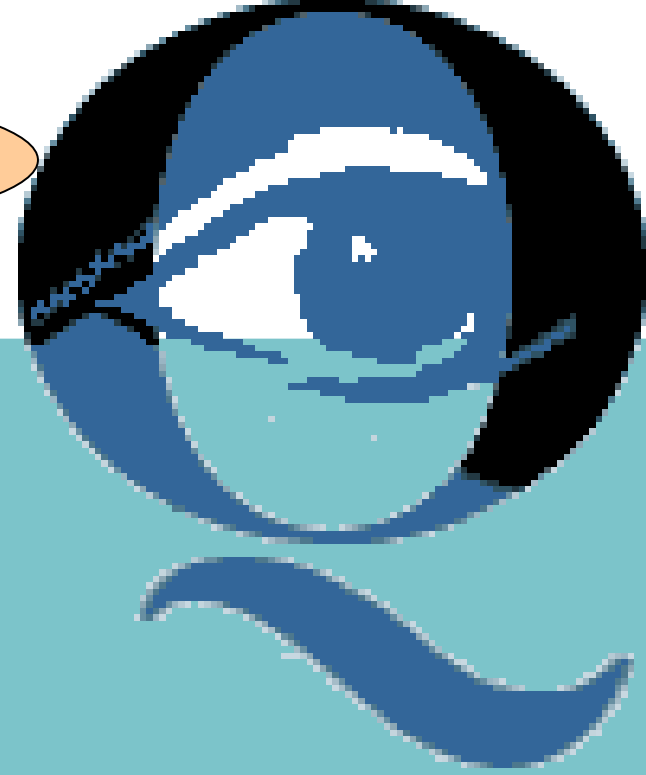


# **PROOF OF QUALITY SERVICES**

## **Quality Records / Best Practices**

- 1) O.P – Attendance signed by the students**
- 2) Certificate of lesson plan**
- 3) Circulation and reference statistics**
- 4) Distribution of courseware / library guide**
- 5) Conduct of extension programmes**
- 6) Inter-library lending statistics**
- 7) Feedback analysis report**
- 8) Circulation of new arrival lists**
- 9) Sources recommended and actual procurement**
- 10) Creation of library blogs – projecting holdings & services**
- 11) Handling customer grievances**

## **FOCUS ON PRINCIPLES OF QMS**



- 1. Student focused organization**
- 2. Develop leadership qualities**
- 3. Involvement of people**
- 4. Process approach**
- 5. Systems approach**
- 6. Continual improvement**
- 7. Factual approach to decisions**
- 8. Mutually beneficial supplier relationship**

## CONCLUSION

- Customer / student becomes the hub of all planning and programming of activities of the organization
- Fix the individual responsibility and time target to accomplish the expected task
- Implementation of QMS ensures continual improvement in performance and thereby meet the expectations of customers
- Overcome human slip-ups and system deficiencies through corrective and preventive measures
- Library resources, including grey resources are exploited to the maximum extent through constant quality auditing procedures

THANK YOU