

Designing and Explaining the Status of the Establishment Of a Quality Management System in Universities (Case Study: Shahid Beheshti University)

Dr. Abasalt Khorasani ¹, Dr. Azam Molamohamadi ²

¹ professor of Shahid Beheshti University, Tehran, Iran

² Graduated from Shahid Beheshti University, Tehran, Iran

ABSTRACT

The present research aimed at the study of effective development factors on establishment of quality management system in universities (Case: Shahid Beheshti University).

In order to do so, the Grounded Theory (GT) was employed. Accordingly, to collect data 27 experts from this field were in depth – semi- structured interviewed in three groups of professors, decision makers and key people in the field of academic quality. Data analysis was performed during open coding stages, orientation and selective by MAXQUDA 12 software. In order to validate the data, collaborative research technique, member checking, and researcher review and reliability index between two coders (Inter-rater reliability) were used. Findings & conclusions: According to the findings of the research, the effective factors on the establishment of the quality management system of the university can be described in the form of 9 main categories and 35 sub categories, that is, (1) Expected outcomes from higher education (3 sub categories), (2) University education (3 sub categories), (3) Resources and facilities (3 sub categories), (4) University Assessment System (3 sub categories), (5) University management (4 sub categories), (6) Great Leadership in higher education (5 sub categories), (7) Internationalization of university (6 sub categories), (8) Conditions governing society (4 sub categories), (9) Interrelation between industry and university (4 sub categories).

Keywords: higher education, excellence, Quality of universities, Quality management system