

Managing quality in higher education: a Malaysian case study

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Abstract: With increasing competition amongst higher education institutions to attract students, “quality” has emerged as a theme to be adopted. This paper undertakes a case study of an institution, which has implemented a quality system and was the first private college in Malaysia to be awarded the ISO 9002 certification in total for all of its departments. The paper investigates the management system prior to adopting the quality system, reviews the implementation process and evaluates the effectiveness of the system on the academic departments. The paper reports findings of the study.

Keywords: Quality, Academic staff, ISO 9000, Education, Colleges, Malaysia

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