



CTQUEST LLP.

QAP Workshop at UCMS, Delhi

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Q:LEAPP - Quality, Leadership & Excellence in Academic Programs & Patient care

4 Aug 2017

S No	Learning Objective	Topics/Skills	Methodology	Session Time
	Welcome	Introductions	Interaction	09.00 - 09.30
1.	Quality as a way of life	<ul style="list-style-type: none"> a. What is quality b. Why focus on quality c. Quality as a habit (at individual level) d. Quality culture (group, community, institution level) e. Quality in education 	Presentation Group work	09.30 - 10.00
2.	Quality requires change	<ul style="list-style-type: none"> a. Self-analysis - Identifying need for change b. Planning the change - change agents & quality circles c. Spreading the message d. Dealing with resistance to change 	Presentation Group work	10.00 - 11.15
		Tea/Coffee Break		11.15 - 11.30
3.	Easy to measure, Easy to manage	<ul style="list-style-type: none"> a. Quality parameters - why measure them b. Attributes of good quality parameters c. Quality parameters in education d. NAAC requirements 	Presentation Group work	11.30 - 13.00
		Lunch Break		13.00 - 13.30
4.	Quality is a continuum - Plan > Do > Study > Act	<ul style="list-style-type: none"> a. Check for current processes & available measures b. GAP analysis- collect & analyse data c. Do a Root cause analysis d. Develop an effective CAPA: Corrective & preventive action e. Implement changes f. Coordinate action steps for continuous improvement g. Keep track of the results 	Presentation Group work	13.30 - 15.15
	Feedback	Summarising and sharing thoughts on the day over tea/Coffee		15.15 - 16.00