Institute of Business Management (IoBM)
Quality Policy
(Aligned with HEC, PSG-2023, Sindh HEC/CIEC, and Accreditation Councils)

1. Introduction
The Institute of Business Management (IoBM), Karachi, is committed to ensuring academic excellence, institutional integrity, and continuous improvement across all its colleges and administrative departments. This Quality Policy establishes the framework, principles, and operational mechanisms through which IoBM maintains and improves its quality standards in alignment with the regulatory requirements of SHEC, HEC and the Accreditation Councils.

2. Alignment with IoBM Mission & Vision
Mission: To develop future leaders, through excellence in education, research, and innovation, guided by ethics and social responsibility.
Vision: To position IoBM as a leading institution recognized for high-quality education, impactful research, and societal contribution. This Quality Policy is designed to operationalize IoBM's commitment to educational excellence, innovation, entrepreneurship, and ethical values.

3. Purpose of the Quality Policy
The purpose of this policy is to:
- Establish a unified framework for Quality Assurance (QA) and enhancement activities of IoBM.
- Guide the development, implementation, monitoring, and review of quality processes of IoBM.
- Ensure compliance with PSG-2023, Sindh HEC/CIEC regulations, and other regulatory agencies and accreditation councils.
- Promote a culture of continuous quality improvements across academic and administrative systems of IoBM.

4. Scope of the Policy
This policy applies to:
- All IoBM colleges (CBM, CCSIS, CESD, CES).
- All academic programs (UG/PG/PhD) and teaching departments.
- Administrative, research, and administrative support departments.
- Faculty, staff, and Governance Bodies of IoBM.
- IQAE/QEC and all internal committees.

5. Quality Assurance Principles
1. **Compliance with PSG-2023:** Adherence to national internal and external QA guidelines.
2. **Outcome-Based Education (OBE):** Ensuring clear learning outcomes and their assessment.
3. **Transparency:** Open communication on assessments, performance, and quality indicators.
4. **Stakeholder Involvement:** Engaging students, faculty, alumni, and employers.
5. **Continuous Improvement:** Cyclical review of programs, policies, and processes.

6. **Evidence-Based Decision-Making:** Using data and evaluations for planning.
7. **Ethical Values:** Upholding honesty, fairness, and institutional integrity.

6. Roles & Responsibilities
6.1 Institutional quality assessment and effectiveness office (IQAE)/Quality Enhancement Cell (IQAE/QEC)
- Lead internal quality assurance (IQA) processes.
- Conduct self-assessment (SA) and institutional performance evaluations.
- Coordinate external quality assurance (EQA) reviews.
- Submit Annual Progress Reports and Compliance Reports.
- Ensure compliance with PSG-2023 and accreditation councils.
- Provide training on quality standards.
- Maintain a central repository of quality data.

6.2 Academic Departments / Program Teams
- Develop and periodically review curriculum.
- Define and assess Program Learning Outcomes (PLOs) and CLOs through ERP (QOBE).
- Conduct self-assessment cycles every 2-3 years.
- Implement Quality Improvement Plans (QIPs).
- Facilitate student feedback processes.

6.3 Deans & College Leadership
- Ensure resource availability for QA.
- Approve QIPs and track departmental compliance.
- Facilitate accreditation visits.
- Oversee program and curriculum review processes.

6.4 Office of the President / Executive Leadership
- Provide strategic direction for institutional quality.
- Approve major quality policies and reforms through IQC and the statutory bodies.
- Allocate resources for IQAE/QEC and quality enhancement initiatives.

6.5 Faculty Members
- Deliver OBE-based teaching.
- Ensure assessment quality and timely reporting.
- Engage actively in QA activities and committees.

6.6 Students
- Provide honest and constructive feedback.
- Participate in program evaluations and surveys.

6.7 Administrative Departments
- Ensure quality service delivery (IT, Admissions, HR, Library, Examination, Finance etc.).
- Support data collection for KPIs.

7. Quality Assurance Framework
IoBM follows a structured QA framework based on PSG-2023:
7.1 Internal Quality Assurance (IQA)
- Self-Assessment (SA) Reports/PREE
- Program Review Reports (PRR)
- Departmental Review Committees

- Course Files & OBE Documentation
- Faculty Evaluations & Teaching Portfolios

7.2 External Quality Assurance (EQA)
- Accreditation councils (e.g., NBEAC, PEC, NCEAC)
- Sindh HEC / HEC/ CIEC inspections
- External peer reviews

8. Flowcharts
8.1 Self-Assessment (SA) PREE Cycle Flowchart
1. Initiation by IQAE/QEC → 2. Formation of SA Committee → 3. Data Collection (surveys, course files, KPIs) → 4. Report Drafting → 5. IQAE/QEC Review → 6. External Peer Review Visit → 7. Feedback Report Issued → 8. Department Submits CQI → 9. IQAE/QEC Monitors Progress → 10. Closure & Archiving.

8.2 Program Development / Review Cycle
1. Curriculum Review Committee → 2. Stakeholder Input → 3. Draft Revision → 4. Dean Review → 5. Academic Council Approval → 6. Implementation → 7. Assessment & Feedback → 8. Next Review Cycle.

8.3 RIPE
1. Planning by IQAE/QEC → 2. Formation of Institutional Review Team (IQC / IRP) → 3. Self-Assessment & Evidence Collection (policies, KPIs, feedback, minutes, audits) → 4. Preparation of Self-Assessment Report (SAR) → 5. Internal Review & Validation (IQA Review Panel) → 6. External Review Visit (HEC-approved External Reviewers) → 7. External Evaluation Report & RIPE Judgment Issued → 8. Development of Quality Enhancement Action Plan (QEAP) → 9. Implementation & Monitoring by IQAE/QEC (CQI Cycle) → 10. Follow-Up Review & Preparation for Next RIPE Cycle.

8.4 PGPR/GPR
1. HEC / QAA issues PGPR notification → 2. Institution submits PGPR proformas with data & evidence → 3. QAA Secretariat reviews submissions & seeks clarifications → 4. External Review Panel is selected by HEC → 5. On-site Review Visit (meetings, interviews, facility inspection) → 6. Review Panel drafts PGPR Report → 7. Institution reviews draft report & submits feedback → 8. HEC issues Final Review Report with recommendations → 9. Institution prepares Quality Improvement Plan (QIP) → 10. IQAE/QEC monitors implementation of QIP → 11. Follow-up Review & Archival for next review cycle.

9. Key Performance Indicators (KPIs)
To evaluate performance and compliance, IoBM will monitor the following KPIs annually:
9.1 Academic Quality KPIs
- PLO Attainment (% achieved)
- CLO Assessment Completion Rate
- Graduate employability ratio
- Student retention rate
- Student to faculty ratio
- Research publications per faculty
- Industry linkages and MoUs

9.2 Administrative KPIs
- Student satisfaction scores/ percentages
- Faculty satisfaction scores/ percentages
- Library resource utilization rate
- IT system uptime and service delivery quality
- Processing time for student services

9.3 Compliance KPIs
- Completion of SA, PGPR and RIPE cycles
- Submission of QIPs within deadlines
- Accreditation status of all programs
- Annual reports submission to Sindh HEC / CIEC

9.4 Institutional Governance KPIs
- Strategic plan alignment score
- Internal reviews outcomes
- Policy compliance rate

10. Enforcement & Non-Compliance
- Departments failing to meet quality requirements must submit QIPs within four weeks.
- Repeated non-compliance may result in:
  - Withholding of program expansion proposals.
  - Additional internal and external reviews.
  - Reallocation of resources.
- Exemplary departments (teaching and administrative) will be recognized through annual Quality Awards which will be held annually.

11. Review & Continuous Improvement in Quality Policy
- This policy will be reviewed every three years or earlier as needed.
- Annual stakeholder review will be performed for policy revisions.
- Findings from reviews, accreditations and inspections will guide enhancements in the Quality Policy of IoBM.

12. Approval & Implementation
This Quality Policy will come into effect after approval from the Rector IoBM and endorsement by the Academic Council. IQAE/QEC will serve as the custodian of this policy and ensure its dissemination (through Rector Office) across all the Academic and Administrative Departments of IoBM.

Prepared by: _____
Date: _____

Reviewed by:_____
Date: _____

Approved by:_____
Date: _____

*** *The End* ***

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