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Internal Quality Assurance Cell (IQAC)

## Benchmarking Policy

Benchmarking the systematic means of measuring and comparing the work processes of an organization with those of others is widely used in industry and the service sector for quality measurement and improvement. Prevailing quality management systems in higher education also can benefit from this tool. The best practices as benchmarks help institutions to find their anchor for self-improvement. (Page 4, Best Practices in Higher Education for Quality Management, NAAC Publication, Bangalore)

Benchmarking attempts to answer the following questions:

- \*How well are we doing compared to others?
- \*How good do we want to be?
- \*Who is doing it the best?
- \*How do they do it?
- \*How can we adapt what they do to our institution?
- \*How can we be better than the best?

We have accepted the concept and we try to put it into action. We think benchmarking becomes relevant to higher education because of the external point of reference or standards it can provide to educational managers for evaluating the quality of the processes they manage.

### Our Benchmarks in different Arenas

1. **Teaching-Learning:** Comprehensive, diverse methodologies of teaching and learning have practice at par with the standards set out by the NAAC, educators, and renowned colleges. This includes participatory learning, ICT in teaching-learning, online guidance by experts, tours/excursions, learning based on problem-solving, practice-based learning, feedback on teachers, feedback on curricula, feedback on campus infrastructure and facilities, feedback by alumni, promotion of research, research

projects, hands-on experience, academic counseling, mentoring is the tools being developed that measure or benchmark the progress and success of these efforts.

2. **Examination & Results:** We have developed and run rigorous policies to conduct examination which is used to filter the students in the first year of the course itself which shows its benefits in later university results.

We have developed a standard of results as benchmarks. University results and results of standard colleges in the city have been set out as the benchmarks in this regard.

**Practice:** We have adopted different mechanisms in teaching learning to enhance the student's performance in University examinations.

**Outcome:** Our results in general are better as far as the quality of entering students is concerned.

3. **Green Campus:** Benchmarking of the Green campus is based on the standards set out by the NAAC guidelines.

We have set out measures to evaluate the standards of our Green Campus efforts.

- a) Promotion of the plantation, Seed bank, and development of the Botanical Garden
- b) Promotion, awareness building, and use of renewable energy resources
- c) Development of mechanism to reduce reuse waste material
- d) Manage e-waste in an environment-friendly manner

### **Role of IQAC in Benchmarking:**

IQAC conducted brainstorming sessions to set out benchmarking. Innovative ideas are developed. New and Best Practices are encouraged. However, for better results after following innovative ideas, everyone should think of the probable outcome of the practice. The practice should lead to up-gradation in terms of the academic inputs, infrastructural facilities, and services given to the students and it should be expected to reflect in terms of better grade points in the NAAC seven criteria. This highest expectation may lead to further benchmarking.

The selected core members of the IQAC design the mechanism such that the principles of decentralization, democracy, transparency, research culture, use of ICT, green campus, and healthy conducive atmosphere of work culture is taken care of.

Since benchmarking is an ongoing, systematic process for measuring and comparing the work processes of our organization to those of another, we are continually engaged in benchmarking. IQAC is doing and redoing this exercise.