INTRODUCTION
With the downturn in the world economy and considerable pressures on the Indian organization, the focus is on reduction cost, improving productivity and customer satisfaction. As deregulates its economy and integrates with the world system, it needs tremendous efforts for education, training and application at all levels of the society. The process of LPGPS (Liberalization, Privatization, Globalization and Professionalization & Specialization) has brought radical transformation in all sectors of the economy. All economic activities have been exposed to domestic as well as global competition. In this context, the educational organizations have started the process of restructuring, reengineering, strategies and resource planning for main thing the qualitative service to society. Because, of this 21st century known as the Century of ‘Quality’. The knowledge revolution has brought about rapid advances in technology. It has changed the way we work and think and is changing learning. To cope with the information age every person requires a high standard of education. No organization can remain strong in its existence for long without offering efficient and effective service to meet the needs of society. At present higher education is treated as a business, because it is being considered as a marketable commodity/product and student is an output of education process.

Quality has been the goal of an everlasting through the corridors of human history. It has been the driving force for all human efforts. Quality is the inspiration for transcendence from the mundane to the higher realms of life. It is the source of craving behind the unfolding human civilization through ages immemorial. Yet it has successfully avoided the dragnet of definitions proving the inadequacy of human intelligence. In today's competitive globalization age, the importance of teaching and learning become even more significant, given the daunting challenges and shortcomings in other aspects of higher learning education such as limited material and human resources, demands from the beneficiaries, globalization, issues of governance and management, etc. The constraints of resources and other impediments are likely to continue for some time to come. Issues of higher education at a national level are intimately linked with overall global conditions.
ORIGIN OF THE RESEARCH PROBLEM

Administrators have started to establish quality sector to improve the quality, standards of their higher education. They also ready to make change their educational system more effective. Recently, one philosophy has emerged in the concepts of quality and management, named as Total Quality Management. TQM has been successfully implemented in some Higher Education Institutions, and it has improved the quality of higher education in those institutions.

INTERDISCIPLINARY RELEVANCE

Total Quality Management is an enhancement to the traditional way of doing business. It is a proven technique to guarantee survival in world-class competition. Only by changing the actions of management will the culture and actions of an entire organization be transformed. TQM is for the most part common Total — made up of the whole, Quality — Degree of Excellence a Product or Service provides & Management — Act, art or manner of handling, controlling, directing etc. The above principles are bandied freely around in the discussion. It is worth dwelling with each for a moment. Be customer–focused means everything you do will be done by placing the customer in the centre. The administrator should regularly check customer’s attitudes. This will include the external and internal customer concept. Do it right first time so that there is no rework. This essentially means cutting down on the amount of defective work.