Introduction:

Education is the process of facilitating learning or the acquisition of knowledge, skills, values, beliefs and habits. Educational methods include storytelling, discussion, teaching, training and directed research. Education frequently takes place under the guidance of educators but learners may also educate themselves. Education is commonly divide formally into such stages as preschool or kindergarten, primary school, secondary school and then college, universities or apprenticeship. If we discuss about quality management in education first we need to understand the total quality management.

Total quality management consists of organization wide efforts to install and make permanent a climate in which an organization continuously improves its ability to deliver high quality product and services to customers. TQM enjoyed widespread attention during the late 1980’s and early 1990s before being overshadowed by ISO 9000 lean manufacturing and six sigma. TQM is taking place in higher quality education in 21st century by applying TQM practice at university/institute level for improvement of productivity and customer satisfaction. India’s higher education system is the third largest in the world, next to the United States and China. The main governing body at the tertiary level is the university grants commission which authorizes its models, exhorts the legislature and helps facilitate between the middle and the state, accreditation for higher learning is regulated by 12 autonomous set up by the UGC.

Higher education in India

Education in India is provided by the public sector as well as the private sector, with control and funding coming from three levels central, state and local. Under various articles of the Indian constitution free and compulsory education is provided as a fundamental right to children between the ages of 6 and 14. The ratio of public schools to private schools in India is 7:5. In India higher education system a significant number of seats are reserved under affirmative action policies for the historically disadvantage schedule castes and schedule tribes and other backward classes. In universities, colleges and similar institutions affiliated to the federal government, there is a maximum 50% of reservation applicable to these disadvantaged groups at the state level it can vary. Maharashtra had 73% reservation in 2014, which is the highest percentage of reservation in India.
Indian higher education is in need of radical reforms. A focus on enforcing higher standard of transparency. Strengthening of the vocational and doctoral education pipeline and professionalization of the sector through strong institutional responsibility would help in reprioritizing efforts and working around the complexities. The rise of IT sector and engineering education in India has boxed students into linear path without giving them a chance to explore and discover their passions concerted and collaborative efforts are needed in broaden student choices through liberal arts students.

**Benefits of using Total Quality Management**

Following benefits are:-

- Strengthened competitive position
- Adaptability to changing or emerging market.
- Conditions and to environmental and other government regulation.
- Higher productivity
- Enhanced market image.
- Elimination of defects and waste.
- Reduced costs and better cost management.
- Higher profitability
- Improved customer focus and satisfaction.
- Increased customer loyalty and retention
- Improved morale
- Enhanced shareholder and stakeholder value
- Improved and innovative process

**Lacuna with Total Quality Management**

One of the lacuna with TQM is that it can be difficult to implement due to competitive market, poor leadership quality, lack of effective measurement of quality improvement, poor planning, lack of customer focus etc.

**Benefits and Purposes of Quality Assurance**
• Bring internal benefits to the university/faculty/department/school/program and staff.
• Bring external benefits to the students and the reputation of the institution.
• Continuously improve themselves, the students and the work of the university.
• Serve accountability and accreditation requirements.
• Formulate, clarify and articulate its mission, vision, goals objectives and its relation to that elsewhere in the university.

According to the newspaper *The Hindu* there is a top 10 universities in India announced by the (MHRD) Ministry of Human Recourse Development:-

• IISC, Banglore
• JNU, New Delhi
• BHU, Varanasi
• Jawaharlal Nehru Center for advanced scientific Research
• Jadavpur University
• Anna University
• University of Hyderabad
• University of Delhi
• Amrita Vishwa Vidyapeethan
• Savitribai Phule Pune University

**Higher Education in India: Issues and Challenges**

• Teaching Quality
• Financing
• Privatization
• Quota System
• Political factor
• Moral Issues
Problems facing by Higher Education System in India

- Gap in supply and demand.
- Mushroooming of low quality institutes
- No project based learning
- No strategy
- Why only servicing industry?

Steps taken by the government and the UGC to improve the quality of higher education in India: The Central Government and the University Grant Commission (UGC) are constantly endeavoring to improve quality of higher education in the country.

The Central Government has launched several initiatives viz.

- National Institutional Ranking Framework (NIRF)
- Impact Research Innovation & Technology (IMPRINT)
- Uchchtar Avishkar Yojna (UAY)
- Global Initiative of Academic Networks (GIAN)

The UGC undertakes maintenance of standards in teaching, research and quality assurance through framing and notifying regulations, schemes and disbursing grants to the eligible institutions.

The UGC has notified several regulations with a view to sustain and improve the quality of higher education and to undertake academic reforms.