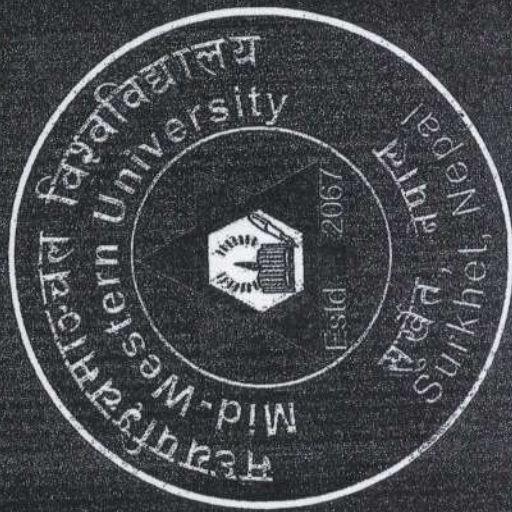


Volume 2

Annex 2.7a: Value System of Mid-Western University; Mid-Western University, Operational Policy and Guidelines on Quality Assurance – 2019, (pp. 5-9).

**OPERATIONAL POLICY AND GUIDELINES  
ON  
QUALITY ASSURANCE**



**Mid-Western University  
Quality Assurance Committee (QAC)**

Birendranagar, Surkhet, Nepal

2019



**Mid-Western University**

Birendranagar, Surkhet, Nepal

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f. confirm the universal relevance of delivered quality of services by means of enunciation of internal and external quality assurance and accreditation systems for all services the institution delivers to the society.

The primary objective of QAA system of the University is to provide with institutional stewardship to assure the universal significance and relevance of delivered quality of its institutional system, processes and services.

#### 1.5. Value System and Working Principles

MWU holds itself accountable to its shared values in the process of designing, development, delivery, performance evaluation and learning – all aimed at transforming the institution as a learning community. The core institutional values include -

**Collaboration and partnerships:** Promotion of effective cooperation and partnerships with the industries, education institutions, governments, development agencies, internal academic departments, beneficiary communities and professional societies is our collaborative commitment in action.

**Compliance:** Our actions are always guided to comply with prevailing national and international rule of law and system practices to safeguard natural environment and promote the empowerment of gender, social inclusion and access from every respect of diversity.

**Equality and harmony:** MWU stands for universal compliance on non-alliance and equal treatment with respect and dignity at individual, institutional and national levels to build and promote everlasting harmonious relationships.

**Integrity, openness and respect:** We conduct ourselves with honesty, dedication, and fairness. We embrace freedom of ideas, inquiry, and expression. We value our differences, our environment, and our individual and collective contributions.

**Learning organization:** Promoted as a learning organization, MWU is always open to listen to constructive criticisms and feedback to achieve continued improvement in everything it does. Initiating change for sustainable development is one of the core institutional values. We strive to be better for everyone, always by driving out fear of failure and dominance in all respects.

**Responsiveness and accountability:** Each member at MWU has been nurtured for abiding with the norms and values on socio-ethical responsiveness and obligation. Our people always strive to be the first to respond to every situation. We commit to take initiatives and share our responsibility for exemplifying excellence. We are responsible for making our community ever better, through our words and actions in dealing with others.

**Rich in commitment:** MWU bears a rich culture of fulfillment of its commitment towards all stakeholders always. Our collective effort is always vested on delivering more than promised to cherish a shared happiness in each instance.

#### 1.6. Institutional Priorities

The working of Mid-Western University has been nourished by a set of pre-determined service priorities that include --

a. **Institutional development:** As the University strives to achieve a referred position of institutional identity in the world of multi-disciplinary higher education, its first priority is to develop

institutional system capacity at par with expected level of performance making the entire institution capable of upholding the system requirements of a high quality academic institution. For this, the collective effort always rests on developing and sustaining quality infrastructure, operating resources, information systems and functional process climate – all supporting to proclaim as a center of excellence.

**b. Program interventions:** The University offers world class, innovative and timely updated academic programs, executive education programs, professional development initiatives, research and innovation services as well as advisory services for public, private and development sector organizations and governments.

**c. Industry stewardship:** The University is committed to stand along the needs and aspirations of wide range of stakeholders. For this, it serves as an open window by creating and sustaining an effective industry interface allowing a two-way exchange of ideas, resources and problems. The continuing culture of the University allows creation and promotion of strategic partnerships with different industries to create a wider spectrum of opportunities for its graduates and teaching faculty in course of financing higher education as well as making teaching learning a more pragmatic discourse.

**d. Empowerment of youth and diversity:** The University is highly sensitive in promoting youth, gender empowerment and social inclusion (GESI) amid changing national and global contexts. The institution has in place a GESI policy, young professional development policy, and international policy on diversity.

**e. Knowledge management:** The University, by every means and ends, aspires for the creation, development, expansion, protection and promotion of Nepalese indigenous knowledge and extends it to the global frontiers to transform Nepal's national identity in cognitive sciences and development. The University policy in knowledge management empowers young professionals to seek and explore a variety of hidden and endangered indigenous knowledge, transform and promote them for the benefits of national and indigenous intellect.

**f. Quality assurance:** Mid-Western University firmly understands that everything it does in the form of its institutional offering needs be assured with conformance of delivered quality. For this, the institution has made a mandatory provision of having in place the Quality Assurance Committee (QAC) at the central level, Quality Assurance Sub-Committee (QASC) at faculty level, Internal Quality Assurance Committee (IQAC) at the campus or institution level, and Self-Assessment Team (SAT) at the campus and program implementation level to govern and address quality assurance, accreditation, compliance, research, innovation, advocacy and publication related matters.

In this respect, following the guidelines of Higher Education Quality Assurance and Accreditation Council (HEQAAC) University Grants Commission Nepal (UGC), MWU prioritizes on harmonizing following eight generic criteria for effective process climate transformation into nationally and internationally desired QAA system:

- i. QAA intensive policy, procedures and good governance in place,
- ii. Transformation and continuous improvement of curricular aspects,
- iii. Quality teaching-learning and evaluation system,
- iv. Continuous happening of research, innovation and community and industry extension activities,
- v. Development and transformation of university-wide infrastructure and teaching-learning resourcefulness,
- vi. Student-centered support, guidance, development and promotion activities,
- vii. Robust university-wide information system in place, and
- viii. Having provision of effective information system.

**g. Leadership promotion:** The University places with the highest priority to empower youth with knowledge, skill competence and attitude (KSA) with an aim to produce and promote a generation of effective leadership for nation building in every sector.

### 1.7. Total Quality Management System (TQMS) Model

Mid-Western University follows the following institutionalized model of TQMS to empower continuous improvement of everything it does as a quality sensitive institution:

Figure 1.1: Mid-Western University total quality management system (MWU-TQMS) model

TQMS Functional Orientation	TQMS Philosophical Orientation					
	1. Teacher - student and beneficiary community focus	2. Total institution-wide participation in decision-making	3. Continuous system improvement	4. Institutional system and process standardization	5. Shared vision and total commitment	6. Compliance with macro education systems
1. Human resource management and development						
2. Planning and implementation						
3. Curricular and instructional management						
4. Management of institutional environment (classroom and beyond)						
5. Management of institutional information systems	<i>Institutional System-wide Customization of Strategy, Initiatives and Actions</i> Customized development and implementation of institution's strategic thrusts and functional management measurement indicators and assigning a defined rating score per indicator, at institution and its services offering levels.					
6. Communication within and beyond institution						
7. Management of institutional relationship						
8. Management of institutional culture and traditions						
9. Integrated marketing communication						
10. Research, innovation and public advocacy						