

SERVICE QUALITY IN HIGHER EDUCATION

Service Quality can be defined as “Assessment that reflects the customer's opinion/behavior regarding the Services provided”.

Professional associations that are under the touch of commitment try to fulfill their clients needs. HEIs require to fulfill their learner students just like their primary clients.

Higher education sector is impacted by different partners which may be government that fund for it, students who pay charges, Administration from the higher education establishments like HEC/HED.

Arisha Maham



Imran Marwat HED KP

ISRAR AHMED

Ali Akbar Awan

Arisha Maham



Imran Marwat H...

ISRAR AHMED

Ali Akbar Awan



Recording

QUALITY ASSURANCE PROGRAM, HED KP

- ▶ Quality Assurance Programme in Higher Education Department is a step towards achieving the objectives of good governance and quality improvement in Higher Education system of Khyber Pakhtunkhwa.
- ▶ Quality assurance program is launched by HED khyber Pakhtunkhwa to strengthen the existing setup of QEC and quality of education at Universities where as proper setup of quality like QEC's is established in all public sector colleges of Khyber Pakhtunkhwa.

Chat

From [Umme Hani Raees](#) to [Everyone](#):

Umme Hani Raees
attendance of certification

From [Sohrab Arshad](#) to [Everyone](#):

Sohrab Arshad, Additional Director QEC
City University Peshawar

From [Rozi Khan](#) to [Everyone](#):

I agree that the participants and role of the universities in enhancing the quality is education in the affiliated colleges is negligible or zero!

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From [Umme Hani Raees](#) to [Everyone](#):

Umme Hani Raees
Assistant Manager QEC
Karachi School of Business and Leadership
attendance of certification

From [Ali Raza Qureshi](#) to [Everyone](#):

Ali Raza Qureshi

From [Me](#) to [Everyone](#):

Arisha Maham, Deputy director QEC,
Indus University

From [Ali Raza Qureshi](#) to [Everyone](#):

Ali Raza Qureshi Deputy Director QEC
Lahore Garrison University

To: [Everyone](#)

File

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Audio

Start Video

Participants 52

Chat

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Reactions



Arisha Maham



Imran Marwat H...

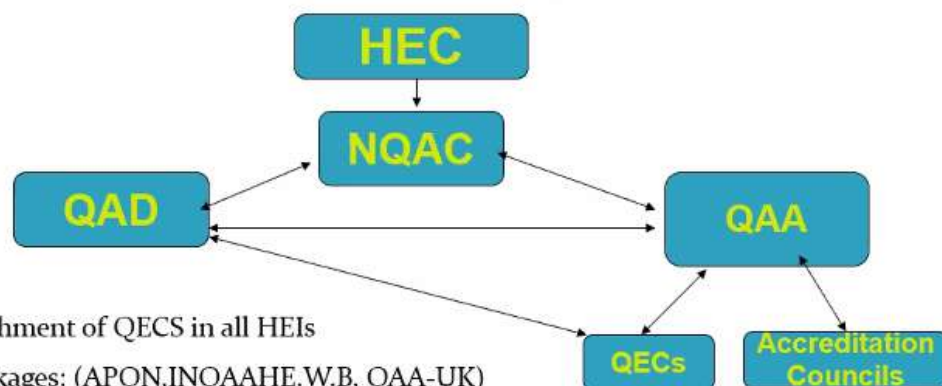
ISRAR AHMED

Nisar Muhammad



Recording

HEC Functional Set up for QA



- Establishment of QECS in all HEIs
- Int. Linkages: (APQN, INQAAHE, W.B, QAA-UK)
- Liaison with Higher Education Institutions
- Policy development for QA & implementation
- Self Evaluation & Capacity building of HEIs
- Plagiarism & Quality of research

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Chat

Sohrab Arshad, Additional Director QEC
City University Peshawar

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Indus University

From Ali Raza Qureshi to Everyone:

Ali Raza Qureshi Deputy Director QEC
Lahore Garrison University

From Rozi Khan to Everyone:

I hope the participation certificates will be sent to the participants

From Dr. Muhammad Kashif to Everyone:

Dr. Muhammad Kashif

From faraz to Everyone:

Syed Faraz Hasan
Manager Human Resource
KASBIT

From Saad to Everyone:

Saad Waqas
Lecturer KASBIT

To: Everyone

File

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Participants



Chat



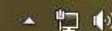
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Reactions



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2/2/2021

Arisha Maham



Imran Marwat H...

ISRAR AHMED

Ali Akbar Awan



Recording

QA Framework

- **Three stages:**
- **Stage-I:** Developing QA Criteria & Guidelines
- **Stage-II:** Developing Internal Quality Assurance (IQA) System
- **Stage-III:** Developing External Quality Assurance (EQA) System

Having established the IQA mechanism under Stage II, at present, HEC is passing through Stage III i.e. EQA and is striving to assure the academic quality at HEIs by functioning in these dimensions.

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Chat

Indus University

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Ali Raza Qureshi Deputy Director QEC
Lahore Garrison University

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From Dr. Muhammad Kashif to Everyone:

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Syed Faraz Hasan
Manager Human Resource
KASBIT

From Saad to Everyone:

Saad Waqas
Lecturer KASBIT

From Syed M Fauzan Ali to Everyone:

Syed Muhammad Fauzan Ali
Research Associate
Office of Research, Innovation &
Commercialization
KASBIT

From Kamran to Everyone:

Kamran Azeem

From KASBIT Zoom 16 to Everyone:

Very useful information

From Ali Raza Qureshi to Me: (Privately)

AoA kindly check your uni website as I
couldn't get the access

From Me to Ali Raza Qureshi: (Privately)

Could you please share the screenshot
of error you see while visiting our official
website?? <https://www.indus.edu.pk/>

From Ali Raza Qureshi to Me: (Privately)

Thank you, for the link now its accessible.
Jazak Allah

To: Ali Raza Qu... (Privately)

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Start Video



Participants



Chat



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2/2/2021



KASBIT

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Recognized by Higher Education Commission

Highest Category W (A) Awarded by
the Higher Education Commission



First ISO-9001 Certified Degree
Awarding Institute



Member of: The Association to Advance Collegiate
Schools of Business (USA)

Certificate of Participation

The certificate is awarded to

MS. ARISHA MAHAM

Deputy Director QEC
Indus University.

For Participation in Online Training Session On

**Impact of Institutional Performance Evaluation (IPE)
Standards to Enhance Quality Assurance**

Held on February 2nd, 2021.

KASBIT

TRAINER:

MR. IMRAN ULLAH KHAN MARWAT.
DIRECTOR QUALITY ASSURANCE.
GOVT. OF KHYBER PAKHTUNKHWA
HIGHER EDUCATION DEPARTMENT, PESHAWAR.

ISRAR AHMED
DIRECTOR QEC
ASSISTANT PROFESSOR
KASB INSTITUTE OF TECHNOLOGY.



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