

Review article on DMAIC, Its usefulness for improving service quality of education

Kiran Chandrakant Raval
MBA Scholar
Param IMR
Jamnagar, India

Chandni Tulsibhai Sangani
MBA Scholar
Param IMR
Jamnagar, India

Shriti Lal

Assistant Professor, Department of Finance
Param IMR
Jamnagar, India

Abstract—As in India, Education quality level is reducing day by day. Our students are now expecting more from lecturers, as they require now smart board teaching and spoon-feeding notes. The teachers are required to update knowledge and regularly improve their skills and develop smart teaching techniques.

In Education system we can DAMIC method for improving standard of education.

D- Define,

M-Measure,

A-Analyze,

I-Improve,

C- Control

All above factors are used in many fields now we can try in education field, it will surely give better results. This paper will help new researchers for improvement of educational system and gives new direction of emerging quality in education.

Keywords— Education quality level, Smart teaching techniques, DAMIC method

I. INTRODUCTION (*Heading 1*)

As DMAIC is mixture of Research methods & PDCA [Plan, Do, Check, Act.], and it is very often technique used in corporate world and after successful results now we can use this method on education sector also.

We can improve teaching methodology because we use traditional techniques as it is followed by from tradition to tradition. Different types of research methods which is applicable on educational sector are,

Observe- we had to observe the behavior of current students their likes and dislikes, and how we can improve their selection and motivate them for grabbing knowledge from education.

Hypotheses- hypotheses is an education guess, which is created as per goal which is to be future outcome.

Data Collection- after hypotheses there is time to collect the data as per our assumptions or hypotheses.

Conclusion- Then after certain studies there we come under certain conclusions. i.e outcome of research process,

So in every field now research is applicable and you have to focus on it properly for best expected results.

The other part of DMAC is PDCA cycle. [Plan, Do, Check & Act]

Plan- as we all know plan is blueprint of specific objective and in education field we have also to plan as per our vision and mission of educational institution.

Do- do refers to implement plans as decided and follow the blueprints,

Check- As per plans we have to check the deviations, whether it is as per plan or certain deviations are observed. In simple terms study the results in do stage and compare with plan.

Act- Corrected actions are taken into consideration and implemented, sometimes root cause are determined and corrected and acted on it.

So in short DMAIC is combination of both scientific research methods and PDCA cycle.

II. MERITS OF USING DMAIC SYSTEM ON EDUCATION SECTOR

Can find out voice of students and what they expect and how the system can be improved.

Vos [Voice of Students] - the research samples on students and by conducting research work we can find what students required? And it will design new methodology for education.

Eg- iim, it is improving quality of studies and new approaches are tested each and every day.

It will make educational standard higher, in India education methodology is based on exam oriented rather than practical approach.

Proper body will be formed and then continuous improvement can be possible and form a standard for comparing it.

III. DE-MERITS OF USING DMAIC SYSTEM ON EDUCATION SECTOR

It is bit tedious and complicated when implemented first time.

It is time consuming and expensive method.

Although is used for quality improvement in any sector but due to limitations of data collection the results would be not as per desired.

It is only focuses on critical to quality rest other factors are ignored.

CONCLUSION

Due to untapped field we can try and improve our services and also update new field of knowledge and by implementing it we can improve whole education sector.

