



ABSTRACT

Since 2002, Universiti Malaya (UM) has held ISO 9001 certification for Quality Management System (QMS), demonstrating a commitment to rigorous standards and continuous improvement. To adapt to changes in the educational landscape, UM developed the Universiti Malaya Quality Excellence Index (UMQEI), inspired by ISO 9001, the Malcolm Baldrige Model, and international benchmarks. UMQEI focuses on leadership, sustainability, continuous improvement, and global impact, evaluating performance through 'Enabler' and 'Results' areas. This approach ensures a comprehensive assessment, guiding improvements and maintaining high educational standards. The UMQEI report highlights UM's quality and serves as a key reference for stakeholders.

INTRODUCTION

The Universiti Malaya Quality Excellence Index (UMQEI) was developed by the taskforce to innovate changes in quality management, redefine the standards of educational excellence and continuous improvement. Drawing from ISO 9001, the Malcolm Baldrige Business Excellence Model, and benchmarking the European Public Administration Network (EUPAN), Mahidol University, Chulalongkorn University, and Malaysia's Government Performance Index (MyGPI), the development of UMQEI incorporated input from various stakeholders.

MYGPI (LOCAL)

- Malaysian Government Performance Index (MyGPI) is a program to evaluate the performance of public sector agencies that focuses on two dimensions, namely organizational management and digitization of services through good governance towards public sector reform.
- It is self-assessment via web application / mobile apps.

CAF (INTERNATIONAL)

- Common Assessment Framework (CAF Model) is an European Model for improving public organizations through self-assessment.
- QMS-Index is calculated on the basis of self-assessment helps to identify good practices and areas for improvement in the public sector organisations and increase the level of quality of public services provided to citizens-customers.

BALDRIGE (INTERNATIONAL)

- The Baldrige Excellence Framework and its Criteria for Performance Excellence incorporate proven practices on current education leadership and management.
- It is a non-prescriptive framework that empowers the organization to reach its goals, improve results and become more competitive.

$$Q_{ei} = \frac{\sum_{j=1}^{s_i} \sum_{k=1}^4 q_{ijk}}{\max(q_{ijk}) \times s_i \times 4}$$

$$Q_{ri} = \frac{\sum_{j=1}^{s_i} \sum_{m=1}^3 q_{ijm}}{\max(q_{ijm}) \times s_i \times 4}$$

$$UMQEI_{Perf} = \sum_{i=1}^{Ne} Q_{ei} \times W_i + \sum_{i=1}^{Nr} Q_{ri} \times W_i$$

where

Q_{ei} = the performance of the Enabler i

Q_{ri} = the performance of the Results i

s_i = number of sub criteria for Enabler (or Results) i

k = the PDCA cycle.

m = the achievement perspective (Level, Trend, Benchmark).

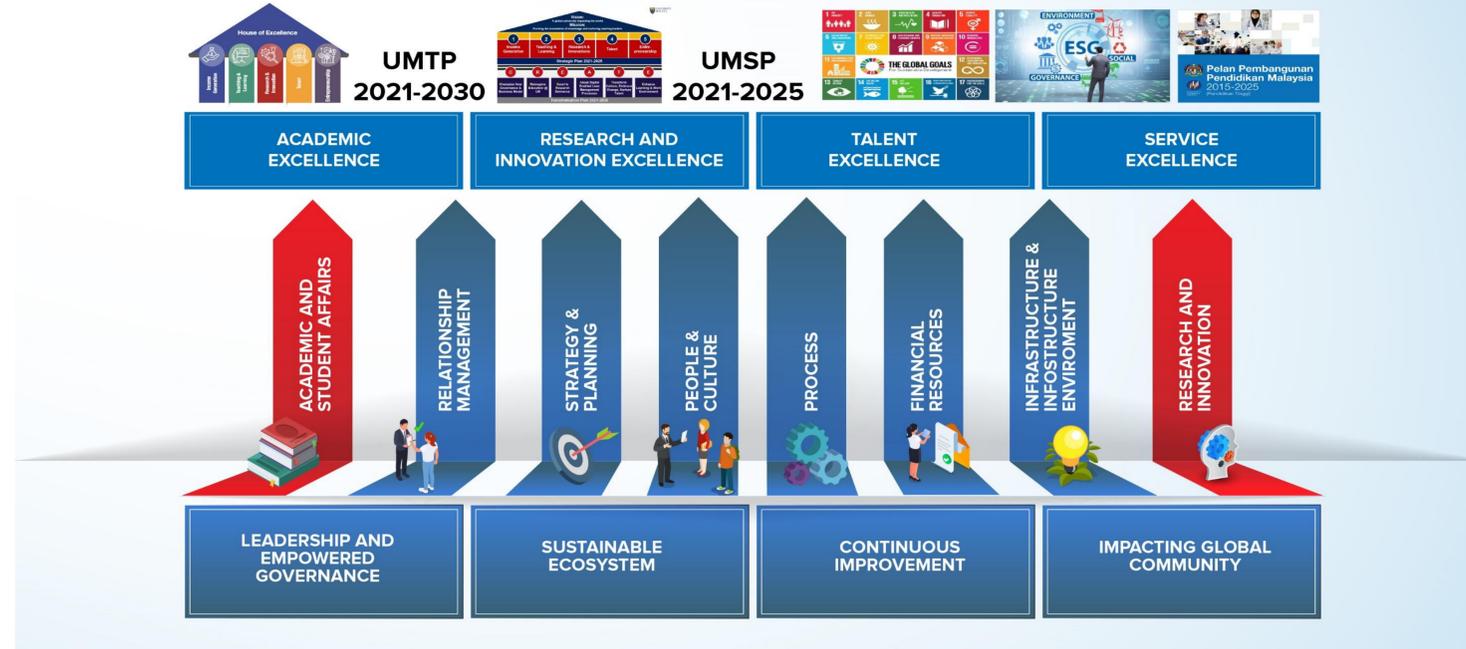
$q_{ijk} = \{0, 1, 2\}$ Scoring for sub criteria j for Enabler (or Results) i for cycle k

W_i = weightage for Enabler (or Results) i . Refer Table

$UMQEI_{Perf}$ = Overall UMQEI performance for the PTj

UMQEI FRAMEWORK

VISION: A GLOBAL UNIVERSITY IMPACTING THE WORLD
MISSION: PUSHING THE BOUNDARIES OF KNOWLEDGE AND NURTURING ASPIRING LEADERS

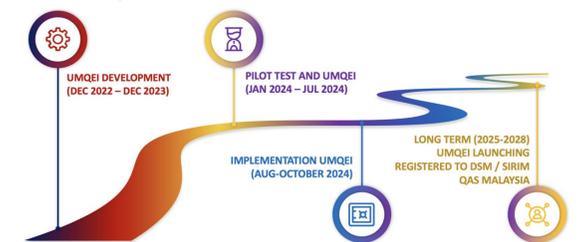


WEB APPLICATION

CONCLUSION

This pilot study provides an opportunity to improve UM's quality management system and UMQEI as a monitoring tool that can be implemented in each PTj. QMEC will enhance the assessment process and provide training to PTj on a regular basis.

UMQEI IMPLEMENTATION STRATEGY



UMQEI PILOT TEST

UMQEI PILOT TEST (18.03-26.04 2024)

- 18 - 31 Mar 2024: Self-Assessment by RCs
- 1 - 21 Apr 2024: Evaluation by Assessors
- 21 - 25 Apr 2024: Assessors feedback to RCs
- 26 April 2024: Pilot Test Complete

FK

UMQEI INDEX SELF-ASSESSMENT 73% ASSESSOR 32%

ENABLER: 80% RESULTS: 20%

PlanDoCQI marks (%)

CQI: 69

JPPHB

UMQEI INDEX SELF-ASSESSMENT 35% ASSESSOR 22%

ENABLER: 80% RESULTS: 20%

PlanDoCQI marks (%)

CQI: 42

FSKTM

UMQEI INDEX SELF-ASSESSMENT 74% ASSESSOR 59%

ENABLER: 80% RESULTS: 20%

PlanDoCQI marks (%)

CQI: 44

UMPEDAC

UMQEI INDEX SELF-ASSESSMENT 97% ASSESSOR 75%

ENABLER: 80% RESULTS: 20%

PlanDoCQI marks (%)

CQI: 94

ACKNOWLEDGEMENT

We would like to express our heartfelt appreciation to both the Management of Universiti Malaya and the Task Force members for their collective efforts in the development of the Universiti Malaya Quality Excellence Index (UMQEI). The synergy between strategic leadership and focused teamwork has made this project a resounding success.