ABOUT US

QEC at Air University upholds academic excellence through transparent quality assurance and evaluation

QEC Manual

2025-2026

Message from Vice Chancellor

Air University remains firmly committed to cultivating a culture of academic excellence, continuous improvement, and institutional integrity. For us, quality is not a procedural formality—it is a guiding principle shaping our strategy, operations, and educational mission. This Quality Assurance Manual marks an important step in strengthening standards that are rigorous, measurable, and aligned with international best practices.

In a rapidly evolving global landscape, universities must demonstrate accountability, relevance, and innovation. Air University takes this responsibility seriously, embedding evidence-based decision-making, systematic evaluation, and structured enhancement across all academic and administrative functions. These practices ensure our programs remain current, impactful, and responsive to emerging national and global needs.

Our quality assurance framework provides clarity, transparency, and consistency across the institution. It integrates curriculum review, teaching and learning enhancement, faculty development, research productivity, student experience, administrative efficiency, governance, stakeholder engagement, and digital transformation—ensuring that excellence is pursued as a continuous institutional standard.

The dedication of our faculty, staff, departments, and affiliated colleges is central to this effort. Their contributions strengthen our collective ability to deliver high-quality education and prepare graduates who are competent, ethical, and socially responsible.

This manual serves as a unifying document to support coherence and alignment across Air University. I am confident that its effective implementation will further our vision of establishing AU as a model of quality-driven higher education locally, regionally, and globally.

Let us continue advancing this shared commitment with professionalism, purpose, and strategic focus as we work toward a future defined by quality, innovation, and meaningful impact.

AIR MARSHAL ABDUL MOEED KHAN
Vice Chancellor
Air University

Director Quality

Message from the Director Quality

Air University remains steadfast in its commitment to quality enhancement and institutional excellence. The Self-RIPE process, under HEC's PSG-2023 framework, has enabled us to reflect critically on our performance and strengthen our internal quality assurance mechanisms.

I extend heartfelt thanks to our respected Deans for their pivotal role in leading the Institutional Quality Circle (IQC), ensuring oversight and coordination at the faculty level. I also commend our dedicated Program Team Members (faculty) for their valuable contributions during the self-assessment and pilot testing phases. My sincere appreciation goes to the Principal Officers of the university for their strategic support, which was key to the successful completion of the PSG-2023 pilot phase. Their collective leadership reflects our shared vision for continuous improvement.

Let us carry this momentum forward and continue embedding quality into every aspect of academic and administrative life at Air University.

Dr. Salman Hasan Khan
Director Quality Air University

QEC Team

“Air University’s QEC Strcuture, aligned with the HEC PSG Framework, follows the “Fitness for Purpose” approach to ensure coherence with institutional objectives and national standards.
It promotes continuous improvement, stakeholder engagement, and the integration of sustainability across academics, research, and teaching methodology.
This ensures regulatory compliance while strengthening the University’s impact on national priorities and the UN Sustainable Development Goals”.

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“Empowering Minds through Quality Education”

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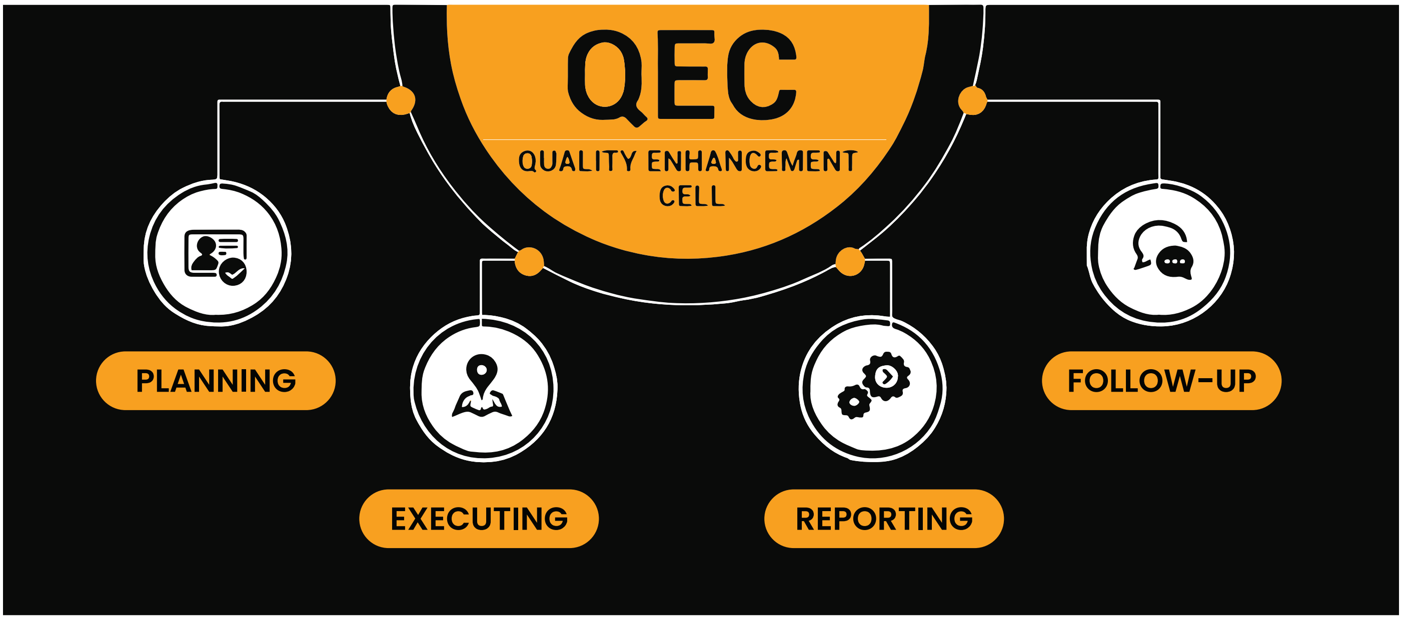


1. INTRODUCTION

1.1 Overview

This manual reflects Air University's unwavering commitment to upholding and enhancing quality standards in higher education through the structured implementation of the PSG-2023 framework developed by the Higher Education Commission (HEC) of Pakistan. It serves as a comprehensive reference for managing Internal Quality Assurance (IQA) and External Quality Assurance (EQA) mechanisms across institutional, programmatic, and accreditation domains.

By aligning systematically with both national requirements and international benchmarks from globally ranked universities, the manual promotes a culture of excellence, transparency, and continuous improvement. It provides clear, actionable guidance for all stakeholders — from governance bodies to faculty, staff, students, and external partners — to ensure that Air University's academic, research, and administrative functions meet or exceed the expectations of all relevant stakeholders.

1.2 Purpose

The Quality Assurance and Enhancement Manual serves as the authoritative guide for establishing, implementing, and continuously improving institutional quality assurance processes at Air University, its campuses, affiliated colleges, and constituent units across all delivery modes.

These processes assess the quality of academic provision against the University's mission and strategic objectives, adopting the principle of "Fitness for Purpose" as defined by the Higher Education Commission of Pakistan. This principle underscores the commitment to meeting or exceeding nationally and internationally accepted standards.

The objectives of this manual are to:

a. Provide clear guidance for the development and implementation of internal and external quality assurance procedures and practices.
b. Ensure that academic programs meet standards expected by all stakeholders, including regulatory bodies, employers, and students.
c. Guarantee that graduates acquire the skills and knowledge valued by stakeholders through well-designed and effectively delivered academic programs.
d. Support the maintenance and continuous development of high-quality academic programs through enhanced support systems and processes.
e. Foster a culture of continuous quality improvement to achieve academic excellence and uphold the University's ethical values.

1.3 Vision, Mission & Values

Vision: Air University aspires to be recognized globally in innovative research, transformative education, and sustainable development. It aims to foster a culture of creativity, inclusively, and collaboration, preparing graduates to become ethical leaders and change-makers in a rapidly evolving world.

Mission: Air University's mission is to deliver world-class education and research that address global challenges and drives societal progress. It nurtures intellectual growth, ethical values, and prepares graduates to excel professionally, become self-sustained entrepreneurs, and lead with integrity and compassion. Through interdisciplinary research and collaboration with industry, government, and international partners, the university aims to contribute towards economic, technological, and social development while promoting diversity, equity, and inclusion.

Values: Excellence, integrity, transparency, collaboration, inclusivity, innovation, continuous improvement, and sustainability.

1.4 Scope

This Manual applies to all academic, research, administrative, and support functions of Air University, encompassing its main campus, sub-campuses, constituent units, and affiliated colleges. It governs the University's quality assurance and enhancement mechanisms across:

a. Undergraduate, postgraduate, and doctoral programs
b. Institutional performance evaluation and continuous enhancement
c. Programme review, monitoring, and evaluation
d. Faculty and staff development, engagement, and performance
e. Student support services and feedback systems
f. Research integrity, ethical compliance, and plagiarism prevention
g. Compliance with national QA frameworks (e.g., HEC PSG-2023)
h. International benchmarking, accreditation, and ranking submissions

1.5 Quality Assurance Policy Statement

Air University is committed to sustaining a dynamic culture of continuous quality improvement in its academic, administrative, and research functions. The University's Quality Assurance (QA) framework integrates the internationally recognized Plan-Do-Check-Act (PDCA) methodology with national regulatory requirements and global best practices.

Through the implementation of the CQI Policy — 2025, Air University pledges to:

a. Ensure compliance with the Higher Education Commission (HEC) Quality Assurance Framework, PSG-2023, and relevant accreditation bodies.

b. Embed quality processes in annual institutional planning, ensuring alignment between outcomes and strategic objectives.

c. Maintain transparency and accountability through rigorous internal (SARs, PREE, RIPE, audits) and external (national and international accreditations) reviews.

d. Engage stakeholders via Quad Helix collaboration and 360-degree feedback, ensuring that diverse perspectives inform decision-making.

e. Leverage digital tools such as the Quality Information System (QIS) for real-time monitoring, evaluation, and reporting.

f. Foster a learning organization mindset where improvement is cyclical, evidence-driven, and inclusive, ensuring Air University remains competitive and socially responsive in the evolving higher education landscape.

2. Governance & Organizational Structure

2.1 Governance Structure

Strategic Level:

a. **Chancellor/Board of Governors:** Strategic oversight and policy ratification
b. **Senate/Syndicate:** Approves QA policies, academic programs, and receives the Annual

Quality Report:

Vice Chancellor (VC): Ultimate accountability for quality; chairs the Management Review Committee (MRC)

Operational Level:

a. Registrar/Pro-Vice Chancellor: Oversees policy implementation and compliance
b. Quality Enhancement Cell (QEC): Designs, implements, and monitors the QA framework
c. Institutional Quality Circle (IQC): Headed by VC to steer quality initiatives
d. Management Review Committee (MRC): Quarterly reviews of institutional performance

Academic Level:

a. Deans: Lead quality assurance within faculties
b. Heads of Departments (HoDs)/Program Directors: Lead program-level QA
c. Boards of Studies (BoS): Curriculum design and review
d. Departmental Quality Committees (DQCs): Monitor departmental QA activities

Support Level:

a. QECs): Quality assurance at sub-campuses and affiliated institutions
b. External Examiners/Industry Advisors: Independent validation
c. Students: Active partners through surveys, councils, and feedback

2.2 Core Quality Units

a. IQAE (Institutional Quality Assessment & Effectiveness): Central body for managing QA activities
b. IQC (Institutional Quality Circle): Headed by VC to steer quality initiatives
c. QECs: Established in sub-campuses and affiliated colleges.

2.3 Management Review Committee

Composition: Chaired by VC, includes Registrar, Deans, Director QEC, Director ORIC Frequency: **Quarterly meetings Functions:**

a. Reviews institutional KPIs and performance metrics
b. Analyzes SAR synthesis and survey results
c. Monitors accreditation status and compliance
d. Produces formal minutes and action logs for Senate

3. Quality Assurance Framework

3.1 Framework Principles

The Air University QA Framework is built on the following principles:

a. Plan-Do-Check-Act (PDCA) cycle embedded across all QA processes
b. Fitness for Purpose aligned with HEC PSG-2023 requirements
c. Stakeholder Engagement through Quad Helix collaboration
d. Evidence-Based Decision Making supported by comprehensive data systems
e. Continuous Improvement culture fostering innovation and excellence
f. International Benchmarking against globally recognized standards

3.2 QA Objectives

a. Institutionalize evidence-based and participatory quality assurance across all academic, administrative, and research units
b. Achieve and sustain academic excellence, impactful research, stakeholder satisfaction, and contributions aligned with the Sustainable Development Goals (SDGs)
c. Ensure full compliance with national and international quality standards, including HEC PSG-2023, RIPE, and PREE requirements
d. Strengthen organizational capacity through the PDCA cycle, predictive analytics, and adaptive methodologies
e. Integrate CQI outcomes into strategic planning, budgeting, and human resource development
f. Promote stakeholder engagement through comprehensive feedback mechanisms
g. Future-proof quality processes through emerging technologies and digital transformation

3.3 Annual QA Calendar (pls add all or major activities of QEC)

August-September:

a. Program specification confirmation and outcome mapping
b. QA calendar approval and resource allocation

October-December:

a. Internal quality audits and mid-semester surveys
b. Faculty development programs and training sessions

January:

a. Grade approval boards and assessment moderation review
b. External examiner report analysis

February-April:

a. Self-Assessment Report (SAR) drafting and review
b. Departmental Quality Committee meetings
c. Targeted training and capacity building

May:

a. Faculty QA board meetings and program reviews
b. Accreditation preparation and submissions

June:

a. Institutional synthesis report preparation
b. Management Review Committee comprehensive review

July:

a. Annual Quality Report submission to Senate
b. Next cycle planning and resource allocation

Chapter 1
RIPE - Review of Institutional Performance and Enhancement

Purpose

To establish a systematic approach for evaluating institutional performance against 16 established standards, ensuring continuous improvement and compliance with HEC PSG-2023 framework.

Scope

Applies to all faculties, departments, administrative units, and affiliated campuses participating in institutional-level review.

RIPE Standards (16 Standards grouped under three domains)

Strategic Development:

- Vision, Mission, and Strategic Planning
- Governance and Leadership
- Financial Management and Resource Allocation

Academic Development:

- Faculty Qualifications and Development
- Curriculum Design and Implementation
- Assessment and Student Achievement

Institutional Development:

- Academic Integrity and Ethics
- Transparency and Accountability
- Continuous Quality Improvement

RIPE Process Flow

Internal Quality Assurance (IQA):

- IQC initiates IPR preparation and establishes review committees
- Institutional Performance Report (IPR) compiled by IQAE
- RIPE Committee (5-7 members including external expert) constituted
- Orientation sessions and document sharing with committee
- Internal review activities and stakeholder consultations
- Committee findings submitted and approved by IQC

External Quality Assurance (EQA):

- Institutional and student submissions uploaded to QAA
- On-site visit with stakeholder meetings and facility reviews
- Review panel issues judgment: Effective, Progressive, Average, or Unclassified
- Comprehensive Action Plan developed and published
- Follow-up monitoring through CQI mechanisms

Roles and Responsibilities

Overall supervision, reporting, and final review of RIPE (Director QEC)
Coordination with departments, data collection, and communication (Focal Persons)
Data provision, documentation, and cooperation during review (Departmental Heads)
Performance assessment based on evidence (RIPE Evaluation Committee)
Documentation assistance and system access (IT/Support Units)

Standard Operating Procedure

Step 1: Planning (Duration: 2 weeks)

- Develop RIPE calendar with stakeholder consultation
- Create timeline for data submission and evaluation
- Assign focal persons in each department/unit

Step 2: Communication and Awareness (Duration: 1 week)

- Conduct orientation sessions on RIPE and PSG-2023 indicators
- Share guidelines, templates, and checklists

Step 3: Data Collection (Duration: 4 weeks)

- Departments submit evidence aligned with PSG-2023 Standards
- QEC verifies authenticity and completeness

Step 4: Evaluation and Review (Duration: 2 weeks)

- RIPE Evaluation Committee reviews evidence using evaluation rubric
- Committee scores each standard and prepares observations

Step 5: Report Compilation (Duration: 1 week)

- QEC consolidates findings into comprehensive RIPE report
- Include strengths, weaknesses, and action points

Step 6: Feedback and Improvement (Duration: 2 weeks)

- Share results with VC and departments through IQC
- Develop and monitor improvement plan

Step 7: Archiving and Submission (Duration: 1 week)

- Archive all documents in QEC records
- Submit final report to HEC and stakeholders

Chapter 2
PREE - Programme Review for Effectiveness and Enhancement

Purpose

To provide a structured approach for evaluating academic programs against 8 established standards, ensuring curriculum relevance, teaching effectiveness, and graduate outcomes.

PREE Standards

- Programme Mission, Objectives, and Outcomes
- Curriculum Design and Organization
- Subject-Specific Facilities
- Student Advising and Counselling
- Teaching Faculty/Staff
- Institutional Policies and Process Control
- Institutional Support and Facilities
- General Requirements and Ethics

Programme-Level PREE Process

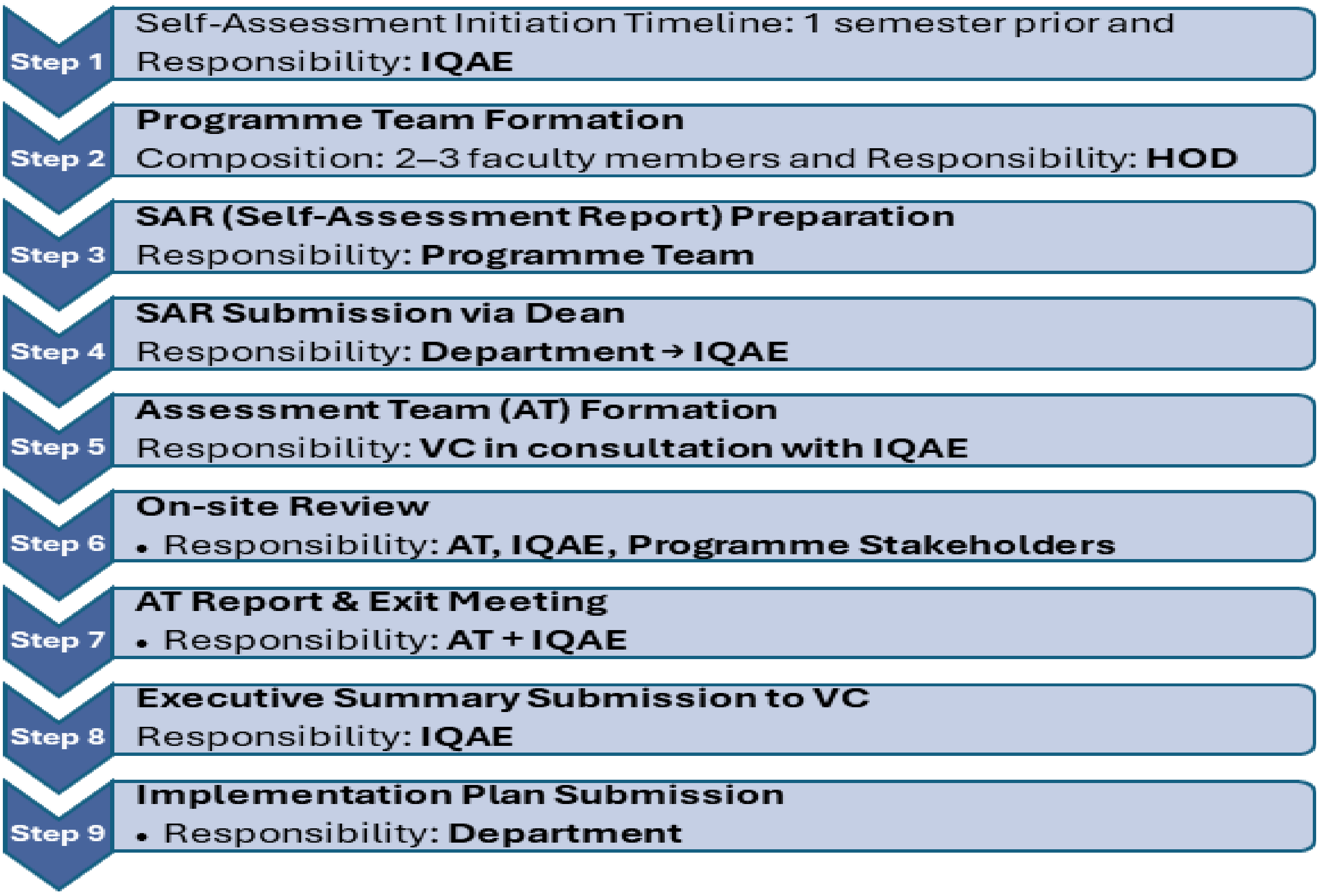
Their are 10 Steps for PREE Process
Self-Assessment Initiation (1 semester prior) (IQAE)
Programme Team Formation (2-3 faculty) (HOD)
Self-Assessment Report (SAR) Preparation (Programme Team)
SAR Submission via Dean (Department to IQAE)
Assessment Team (AT) Formation (VC in consultation with IQAE)
On-site Review (AT, IQAE, Programme Stakeholders)
AT Report & Exit Meeting (AT + IQAE)
Executive Summary to (VC IQAE)
Implementation Plan Submission (Department)
Progress Monitoring (every semester) (IQAE & IQC)

PREE Report Format

- Executive Summary
- Self-Review against all 8 Standards
- Evidence Documentation
- Gaps Identified
- Improvement Actions
- Stakeholder Feedback

Evidence Requirements

- Policy documents and procedural guide lines
- Teaching timetables and course files
- Student and faculty survey results
- Meeting minutes and audit reports
- External examiner reports
- Facility and resource audit documentation



Chapter 3
MS/PhD Programme Review

Purpose

To ensure academic rigor and research quality in graduate and doctoral programs through systematic evaluation and continuous improvement.

Scope

Applicable to all MS/MPhil and PhD programs across:

- Main Campus, Islamabad
- Sub-campuses (Multan, Kamra, Kharian)
- Affiliated departments offering graduate degrees

Review Process

Step 1: Data Collection (2 weeks)

- QEC distributes HEC-prescribed proformas (Forms 1-6B)
- Departments complete and submit all required forms
- Comprehensive program and faculty information collected

Step 2: Initial Scrutiny (1 week)

- QEC reviews submitted proformas and documents
- Identifies missing or incomplete data

Step 3: Data Completion (1 week)

- QEC requests clarification for incomplete information
- Departments provide complete responses within timeline

Step 4: Review Panel Selection (2 weeks)

- Panel composition: 1 external expert, 2 internal experts
- Reviewers selected from HEC-approved pool

Step 5: On-site Review Visit (1-2 days)

- Meetings with VC, Deans, HoDs, and supervisors
- Review of student theses, course out lines, faculty CVs
- Laboratory, library, and facility assessments
- Wrap-up session with findings

Step 6: Report Finalization (3 weeks)

- Review panel submits findings within 1 week
- QEC compiles and finalizes report within 2 weeks
- VC provides feedback within 2 weeks

Step 7: Implementation and Follow-up

- Final report shared with departments
- Action plans developed and monitored via CQI
- Progress tracked bi-annually

Documentation Requirements

- All forms and supporting documents digitally archived
- 5-year retention period maintained
- Submission to HEC upon request

Chapter 4
Pakistan Qualification Register (PQR)

Purpose

To maintain national compliance by ensuring all Air University programs are properly registered with HEC's Pakistan Qualification Register, facilitating degree verification and recognition.

Scope

Covers all undergraduate and postgraduate programs across main campus, sub-campuses, and affiliated institutions.

PQR Structure

The PQR system comprises three main sections:

- Campus/Sub Campus, Affiliated and Constituent Colleges
- Department Information
- Program Details

Responsibilities

- Overall supervision, reporting, and final review of RIPE (Director QEC)
- Coordination with departments, data collection, and communication (Focal Persons)
- Data provision, documentation, and cooperation during review (Departmental Heads)
- Performance assessment based on evidence (RIPE Evaluation Committee)
- Documentation assistance and system access (IT/Support Units)

Standard Operating Procedure

New Campus/College Entry:

- Registrar Office obtains HEC NOC
- Campus data submitted as per prescribed format
- Verification of recognition dates and institutional titles

Department Registration

- Departments provide complete information
- Recognition dates verified with multiple offices
- Department closure notifications processed promptly

Program Registration

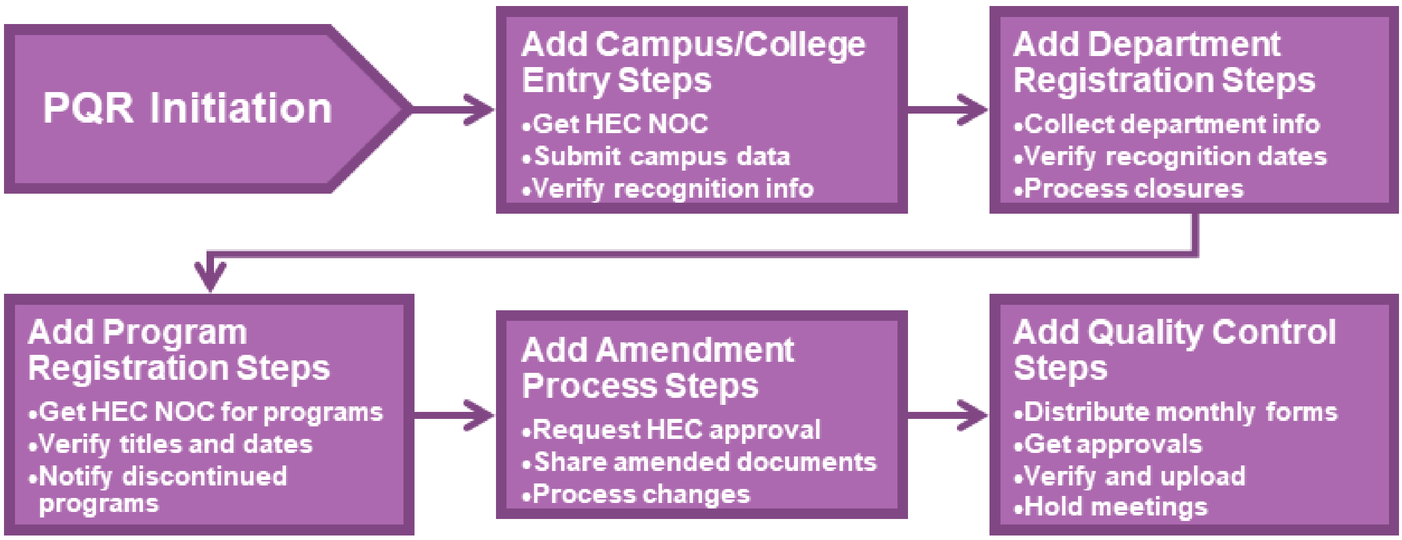
- HEC NOC required for all undergraduate/postgraduate programs
- Program titles and dates verified across offices
- Discontinued programs formally notified

Amendment Process

- University requests HEC approval for data modifications
- Amended documents shared with QEC upon authorization
- Changes processed according to HEC timelines

Quality Control Measures

- Monthly form distribution to all departments
- Principal/Dean approval required before submission
- Focal person verification before final upload
- Regular coordination meetings with stakeholders



Chapter 5
Anti-Plagiarism Framework

Purpose

To promote academic integrity and prevent plagiarism across all academic activities through comprehensive policies, procedures, and monitoring systems.

Scope

Applies to all faculty, staff, and students engaged in academic and research activities, with focus on undergraduate, postgraduate, and PhD scholarly work.

Plagiarism Definition and Types

Plagiarism encompasses:

- Copying phrases, sentences, or larger excerpts without acknowledgment
- Presenting others' ideas or words as one's own
- Using another's production without citation
- Improper quotation handling and source attribution
- Technology-based violations including AI-generated content

Similarity Index Thresholds

Air University Standard: ≤18% overall similarity Individual Source Limit: <5% from any single source Rationale: Provides margin for software limitations while maintaining strict academic standards

Roles and Responsibilities

Supervisors:

- Teach plagiarism avoidance techniques
- Check student work before final submission
- Provide similarity index certification
- Coordinate with QEC for exclusions

Students:

- Understand plagiarism consequences
- Ensure proper documentation and citation
- Submit manuscripts through detection systems
- Maintain similarity index below threshold

QEC:

- Generate plagiarism reports within 72 hours
- Maintain Turnitin repository
- Process deletion/exclusion requests
- Provide training and support

Penalty Structure

Minor Penalties (SI: 20-25%)

- Formal warning and file notation
- Mandatory research ethics course completion
- Proposal revision requirements

Moderate Penalties (SI: 25-35%)

- Course failure for students
- Promotion/increment suspension (2 years)
- Supervision restrictions (1 year)
- Project funding ineligibility

Major Penalties (SI: 35-50%)

- Service removal or dismissal
- Award/benefit withdrawal
- Student expulsion or suspension
- Institution barring (1 year)

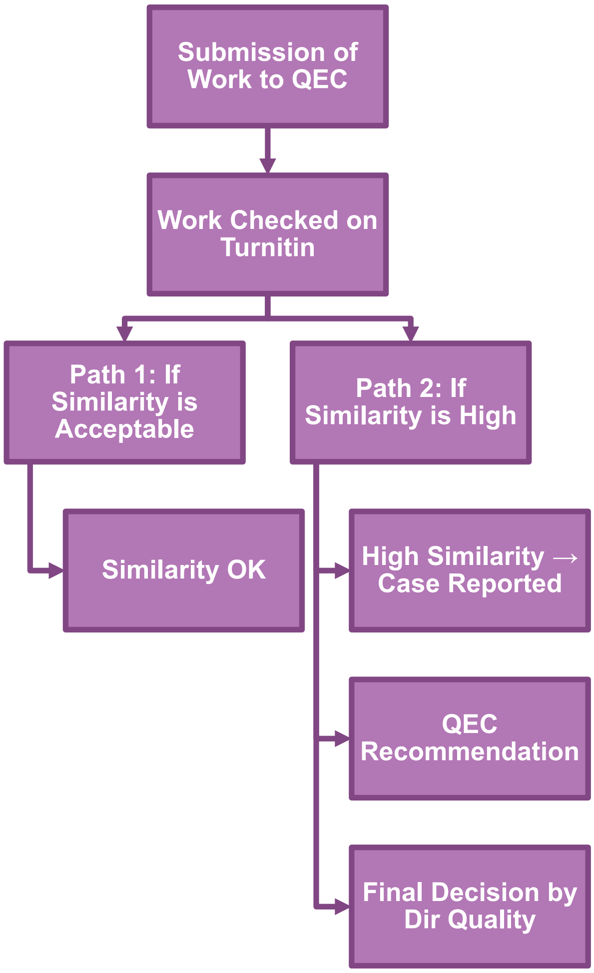
University Anti-Plagiarism Standing Committee (UAPSC)

Composition:

- HEC nominee from Quality Assurance Division
- Senior dean and two external professors
- Three subject experts (1 internal, 2 external)
- Director QEC as member/secretary

Process:

- Investigation completion within 60 days
- Fair hearing for all parties
- Evidence-based decision making
- Appeals process through Syndicate



Chapter 6
National and International Rankings

Purpose

To ensure structured, evidence-based participation in global university rankings, enhancing Air University's international visibility and reputation.

Scope

Covers participation in major international rankings:

- UI GreenMetric Ranking
- Times Higher Education (THE) World University Rankings
- THE Impact Rankings (SDGs)
- QS World University Rankings
- QS Asia University Rankings
- QS Sustainability Rankings

Stakeholder Responsibilities

Lead Coordinator for all ranking submissions (QEC Focal Person)
Research and innovation data provision (Director ORIC)
Student and faculty statistics (Registrar Office)
Budget and financial data (Finance Directorate)
Program and assessment data (Academic Directorate)
Sustainability and infrastructure data (Admin/Facilities)

Annual Process Flow

Phase 1: Planning (January)

- Consolidated ranking calendar development
- Resource allocation and task assignment

Phase 2: Data Collection (February-March)

- Customized templates distributed
- Department data compilation (2-4 weeks)

Phase 3: Validation (March-April)

- QEC comprehensive data review
- Accuracy and completeness verification

Phase 4: Submission (Ranking-specific timelines)

- Portal uploads by focal person
- Director QEC approval before submission

Phase 5: Analysis (Post-results)

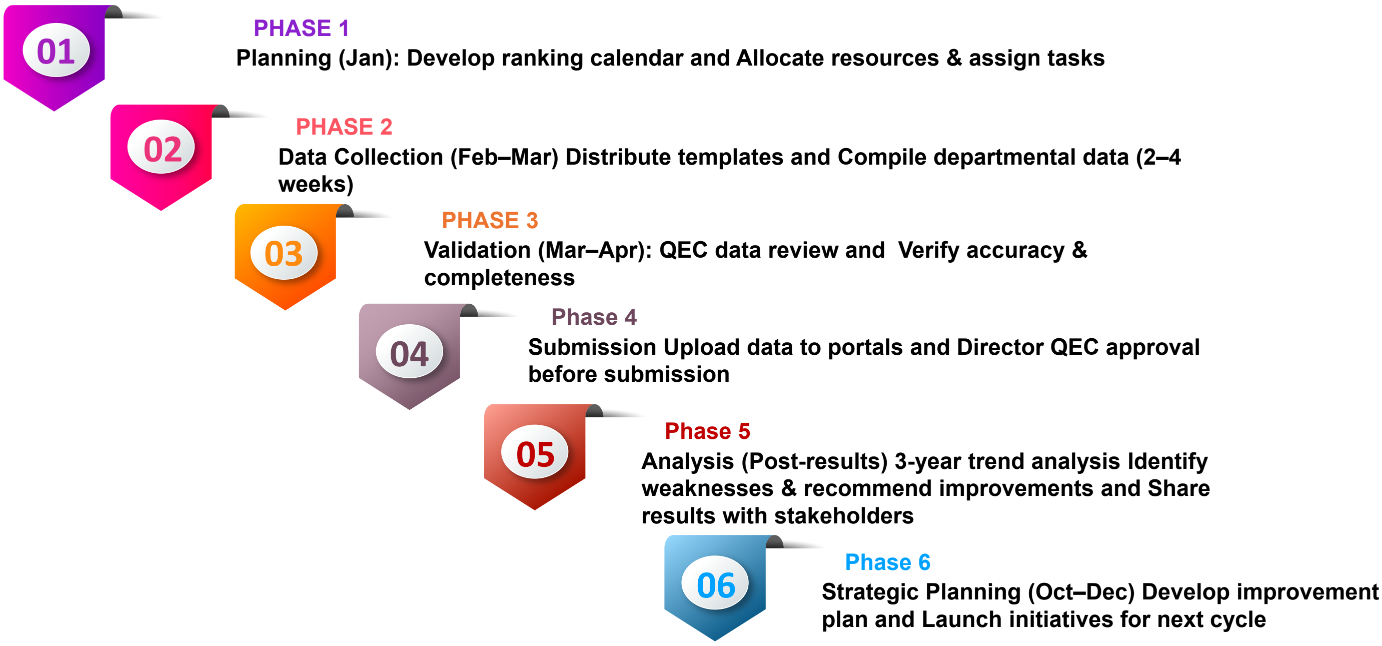
- Comparative trend analysis (3-year period)
- Weakness identification and recommendations
- Results sharing with stakeholders

Phase 6: Strategic Planning (October-December)

- Improvement plan development
- Initiative launches for next cycle

Documentation Requirements

- All submissions digitally archived for 5 years
- Evidence classification by ranking and year
- Annual SOP review and methodology updates



Chapter 7
Feedback Mechanism

Purpose

To establish comprehensive communication channels between students, faculty, and university administration, ensuring continuous improvement through systematic feedback collection and analysis.

Scope

Governs feedback collection across all academic programs, covering instruction quality, curriculum relevance, resources, and support services. HEC-Required Surveys

Student Feedback Process

1 Student Course Evaluation (QEC)
2 Faculty Course Review (HR/Faculty)
3a/3b Graduating Student Survey (IT Department)
4 Research Student Progress (IT/Faculty)
5 Faculty Survey(HR/Faculty)
6 PhD Department Survey (IT Department)
7a/7b Alumni Survey (Placement Office)
8a/8b Employer Survey (Placement Office)
9 Faculty Resume (HR Department)
10 Teacher Evaluation (QEC)

End-of-Semester Evaluation

- Mandatory participation for examination eligibility
- Online/intranet platform accessibility
- Three-week advance notice to stakeholders
- Automated report generation and distribution

Feedback Closure Timeline

- Feedback collection ends three days before examinations
- QEC compiles and distributes results to HR and departments
- Training programs designed based on feedback analysis

Enhanced Feedback Mechanisms

Real-time Feedback Channels:

- University mobile application
- Learning Management System integration
- WhatsApp group communication
- Social media monitoring

Interactive Feedback Methods:

- Live classroom visits by QEC
- Google Forms questionnaires
- Focus group discussions
- Open house sessions

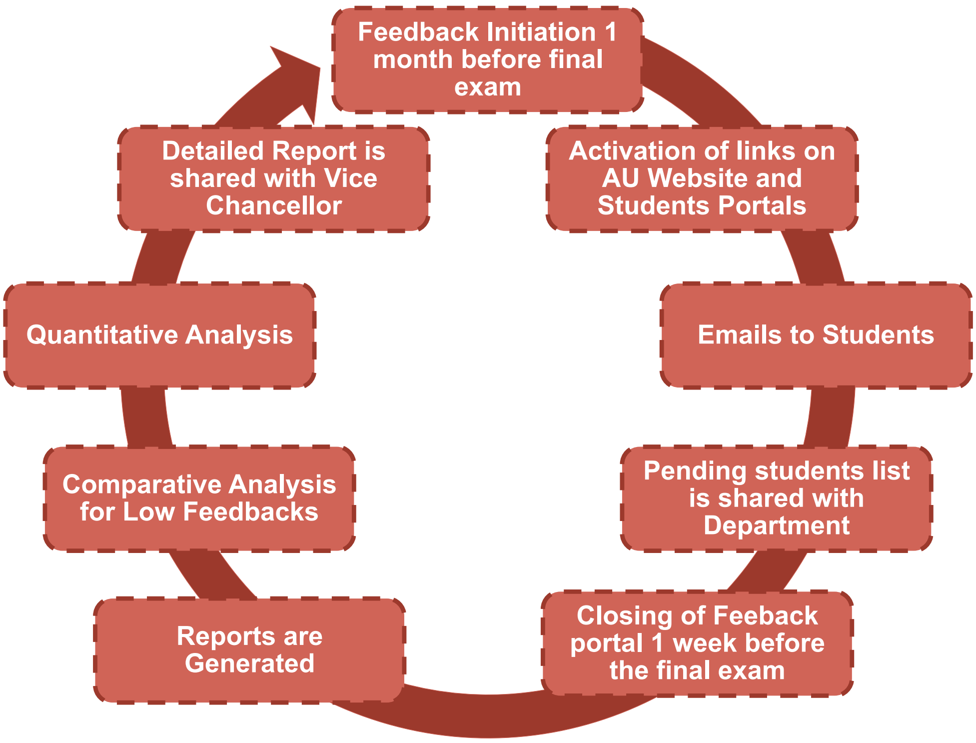
Department WhatsApp Group Structure

Composition:

- Coordinators, HOD, and senior faculty (Admins)
- Students, faculty, and support staff (Participants)

Process Flow:

- Query arrival and numbering system
- Coordinator response or faculty assignment
- Issue sensitivity assessment
- Resolution tracking and documentation
- Follow-up and closure confirmation



Chapter 8
Institutional Quality Circle
IQC

Purpose

To establish standardized mechanisms for quality assurance implementation across Air University's distributed network, ensuring uniform policy application and consistent quality standards.

Scope

Applies to all sub-campuses, affiliated colleges, and constituent institutions operating under Air University's academic authority and quality framework.

IQC Structure and Composition

Core Team:

- PT Members: Leads local QA activities
- Faculty Representatives: Departmental/ program representation
- Administrative Staff: Data collection and process support

Reporting Structure:

- Direct reporting to Main QEC Office, Islamabad
- Integration with central QA planning and monitoring

Key Responsibilities

Implementation and Monitoring:

- HEC QA Framework execution (SARs, PREE, RIPE)
- Program Self-Assessment coordination
- Internal review facilitation

Data Management:

- Evidence collection and compilation
- Report preparation in standardized formats
- Ranking data contribution

Capacity Building:

- Local faculty awareness sessions
- QA training coordination with main QEC
- Best practice documentation

Quality Assurance:

- Academic audit evidence maintenance
- Action plan follow-up and monitoring
- Compliance verification and reporting

Coordination Framework

Communication Mechanisms:

- Monthly virtual meetings with QEC Islamabad
- Quarterly progress reports using standard templates
- Shared digital platforms (Google Drive/ SharePoint)
- Priority communication for urgent tasks and HEC deadlines

Support Provision:

- SOPs, templates, and guideline sharing
- IQC member training and mentoring
- Peer review facilitation
- Data analysis and gap identification
- University-wide improvement planning inclusion

Process Flow

Step-1: Annual IQC Focal Person Nomination (Head of Institution/Principal)

Step-2: Orientation & Training Delivery (Main QEC)

Step-3: Data Submission (RIPE, SARs, Rankings) (QEC)

Step-4: Annual Program Review (QEC)

Step-5: Review Meeting Conduct (QEC Reports & Plans)

Step-6: University-wide Ranking Participation (QEC Input)

Step-7: Internal Audit Support Provision (QEC Local Coordination)

Standardized Reporting

Template Categories:

- Self-Assessment Reports (SARs)
- Faculty & Student Data Forms
- Audit Tracking Sheets
- Program Review Reports (MS/PhD)
- Ranking Submission Forms
- Training Feedback Forms

Quality Control and Monitoring

Performance Review:

- Semi-annual IQC performance assessment by main QEC
- Non-compliance identification and corrective measures
- Data gap formal addressing and resolution

Documentation Requirements:

- Digital record maintenance for all activities
- Evidence, feedback, and attendance archival
- Bi-annual compiled folder sharing with QEC Islamabad

Continuous Improvement:

- Annual SOP updates based on HEC policy changes
- Internal review outcome integration
- Best practice identification and dissemination

Chapter 9
Continuous Quality Improvement (CQI) Framework

Purpose

To provide a unified operational framework implementing Continuous Quality Improvement initiatives across Air University, aligning with HEC PSG-2023 and supporting sustained institutional growth.

CQI Philosophy

The CQI framework embeds systematic improvement across all university operations through:

- Evidence-based decision making
- Stakeholder engagement and feedback
- Regular monitoring and evaluation
- Adaptive enhancement strategies
- Cultural transformation toward excellence

Nine Core CQI Domains

Domain 1: RIPE - Institutional Performance Enhancement

Objective: Assess institutional effectiveness across governance, academics, and strategic planning

Key Activities:

- Annual RIPE conduct using PSG-2023 standards
- Institutional Performance Report (IPR) preparation
- External/internal reviewer validation through site visits
- Comprehensive action plan development and monitoring

Domain 2: PREE - Program Effectiveness Enhancement

Objective: Evaluate program-level quality across curriculum, faculty, and outcomes

Key Activities:

- Biennial Self-Assessment Reports (SARs) preparation
- Assessment Team reviews and recommendations
- Semester-wise improvement plan tracking
- Accreditation preparation and curriculum revision

Domain 3: Graduate Program Excellence

Objective: Ensure academic rigor in MS/PhD programs

Key Activities:

- HEC proforma completion and validation
- Review panel site visits and assessments
- Research quality and facility evaluation
- Graduate outcome monitoring and enhancement

Domain 4: National Compliance (PQR)

Objective: Maintain HEC compliance through comprehensive program registration

Key Activities:

- All undergraduate/graduate program registration in PQR
- Annual program status review and updates
- Curriculum change incorporation and verification
- Degree verification facilitation and support

Domain 5: Academic Integrity Assurance

Objective: Promote academic integrity through comprehensive anti-plagiarism measures

Key Activities:

- Turnitin-based plagiarism detection for all submissions
- Similarity index monitoring and compliance verification
- Academic integrity training and awareness programs
- Violation investigation and penalty implementation

Domain 6: Global Recognition Enhancement

Objective: Enhance institutional visibility through strategic ranking participation

Key Activities:

- Annual ranking calendar execution and data submission
- Multi-ranking platform participation (GreenMetric, THE, QS)
- Post-ranking analysis and improvement strategy development
- International collaboration and bench marking initiatives

Domain 7: Stakeholder Engagement Optimization

Objective: Strengthen communication through comprehensive feedback systems

Key Activities:

- Multi-channel feedback collection and analysis
- Student, faculty, and employer satisfaction monitoring
- Real-time communication platform management
- Complaint resolution and continuous improvement integration

Domain 8: Capacity Building and Development

Objective: Build institutional QA capabilities through targeted training

Key Activities:

- Annual training calendar implementation
- Multi-stakeholder capacity building programs
- QA competency development and certification
- Knowledge sharing and best practice dissemination

Domain 9: Distributed Quality Management (IQCs)

Objective: Ensure consistent quality implementation across all campuses

Key Activities:

- IQC establishment and coordination
- Standardized reporting and monitoring systems
- Local compliance verification and support
- Network-wide quality culture development

CQI Implementation Cycle

Phase 1: Planning and Assessment (July-September)

- Annual CQI strategy development
- Performance baseline establishment
- Resource allocation and timeline finalization
- Stakeholder engagement and communication

Phase 2: Implementation and Monitoring (October-March)

- Domain-specific activity execution
- Real-time monitoring and adjustment
- Regular progress review and reporting
- Issue identification and resolution

Phase 3: Evaluation and Enhancement (April-June)

- Comprehensive performance evaluation
- Impact assessment and outcome analysis
- Best practice identification and documentation
- Next cycle planning and resource preparation

CQI Monitoring Framework

- SAR/PREE Reports RIPE Audits_**Biennial Annual**_Departments/QEC & QEC/External Panel
- Ranking Submissions_**Annual**_QEC/ORIC
- Feedback Analysis_**Semester-wise**_QEC/Departments
- Training Programs_**Quarterly**_QEC
- IQC Reviews_**Quarterly**_QEC
- CQI Progress Reports_**Annual**_QEC to IQC
- Strategic Review_**Annual**_Management Review Committee

Key Performance Indicators (KPIs)

Academic Excellence Indicators:

- Program accreditation status and maintenance
- Student satisfaction scores and trends
- Graduate employment rates and career progression
- Faculty qualification improvements and development

Research and Innovation Metrics:

- Research publication quality and impact
- Grant acquisition and project completion rates
- Industry collaboration and knowledge transfer
- Innovation commercialization and societal impact

Operational Effectiveness Measures:

- Compliance audit results and improvement trends
- Stakeholder engagement levels and satisfaction
- Process efficiency and resource utilization
- Technology adoption and digital transformation

Strategic Alignment Indicators:

- Mission achievement and goal attainment
- Ranking performance and international recognition
- Sustainability initiatives and SDG contributions
- Market responsiveness and industry relevance

Implementation & Review

Implementation Strategy

Phase 1: Foundation (Months 1-3)

- QEC team training and capacity building
- Stakeholder orientation and awareness sessions
- System setup and technology infrastructure

- Template development and standardization

Phase 2: Rollout (Months 4-9)

- Pilot implementation in selected departments
- Feedback collection and process refinement
- Full-scale deployment across all units
- Continuous monitoring and support provision

Phase 3: Integration (Months 10-12)

- Complete system integration and automation
- Performance monitoring and evaluation
- Annual review and improvement planning
- Sustainability assurance and culture embedding

Change Management

Communication Strategy:

- Multi-channel communication plan
- Regular stakeholder updates and briefings
- Success story sharing and recognition
- Transparent progress reporting

Trainving and Development:

- Comprehensive training program implementation
- Continuous learning and skill development
- Mentoring and coaching support systems
- Knowledge management and sharin platforms

Resistance Management:

- Stakeholder concern identification and addressing
- Benefit communication and demonstration
- Gradual transition and support provision
- Feedback incorporation and adjustment

Review and Improvement Cycle

Annual Review Process:

- Comprehensive performance assessment
- Stakeholder feedback analysis
- Gap identification and improvement planning
- Resource allocation and strategy adjustment

Continuous Monitoring:

- Real-time performance tracking
- Regular milestone assessment
- Issue identification and resolution
- Progress communication and reporting

Major Review Cycle (Every 3 Years)*:*

- Complete framework evaluation
- Best practice benchmarking
- Strategic realignment and enhancement
- Long-term sustainability planning

Governance and Accountability

Policy Owner: Director, Quality Enhancement Cell Review Authority: Institutional Quality Circle (IQC) Approval Body: Academic Council and UFC Implementation Oversight: Management Review Committee

Accountability Framework:

- Clear role definitions and responsibility matrices
- Performance measurement and evaluation systems
- Regular reporting and transparency mechanisms
- Continuous improvement and adaptation processes

Supporting Policies & Appendices

Related Policies

Academic Policies:

- Academic Integrity and Ethics Policy
- Assessment and Examination Policy
- Curriculum Development and Review Policy
- Faculty Development and Performance Policy

Operational Policies:

- Document Control and Management Policy
- Data Protection and Privacy Policy
- Risk Management and Mitigation Policy
- Stakeholder Engagement and Communi cation Policy

Quality Assurance Policies:

- Internal Audit Policy and Procedures
- External Review and Accreditation Policy
- Complaint Handling and Resolution Policy
- Continuous Improvement Policy

Templates and Forms

Assessment and Review Templates:

- Program Specification Template
- Self-Assessment Report (SAR) Template
- Curriculum Mapping Matrix
- Assessment Blueprint and Moderation Form
- CPAR (Corrective and Preventive Action Request) Log (comment on this concept,

its just change of terminology)

Data Collection Forms:

- Student Feedback Survey Forms
- Faculty Evaluation Forms
- Employer and Alumni Survey Forms
- Stakeholder Engagement Forms
- Training Evaluation Forms

Reporting Templates:

- Annual Quality Report Template
- Management Review Report Template
- Audit Report Template
- Action Plan Template
- Progress Monitoring Template

Standard Operating Procedures

Core QA Processes:

- RIPE Conduct and Management SOP
- PREE Implementation and Review SOP
- MS/PhD Program Review SOP
- Anti-Plagiarism Management SOP
- Feedback Collection and Analysis SOP

Support Processes:

- Document Control and Version Management SOP
- Data Collection and Validation SOP
- Training Delivery and Evaluation SOP
- Communication and Stakeholder Engagement SOP
- Issue Resolution and Escalation SOP

Key Performance Indicators

Academic Excellence KPIs:

- Student satisfaction index (target: ≥4.0/5.0)
- Graduate employment rate (target: ≥85% within 6 months)
- Faculty with doctoral qualifications (target: ≥80%)
- Program accreditation maintenance (target: 100%)

Research and Innovation KPIs:

- Research publications per faculty (target: ≥2 per year)
- External research funding (target: 15% annual increase)
- Industry collaboration projects (target: ≥10 per year)
- Patent applications and grants (target: ≥5 per year)

Operational Excellence KPIs:

- Audit compliance rate (target: ≥95%)
- Stakeholder satisfaction index (target: ≥4.0/5.0)
- Process efficiency improvement (target: 10% annual)
- Technology adoption rate (target: ≥90%)

Strategic Impact KPIs:

- International ranking improvement (tar get: consistent upward trend)
- SDG contribution index (target: ≥75%)
- Market responsiveness score (target: ≥4.0/5.0)
- Innovation commercialization rate (tar get: ≥20%)

Glossary of Terms

CQI - Continuous Quality Improvement: Systematic approach to ongoing enhancement

EQA - External Quality Assurance: Independent validation by external bodies

HEC - Higher Education Commission: National regulatory authority for higher education

IQA - Internal Quality Assurance: Institutional self-monitoring and improvement

IQC - Institutional Quality Circle: Senior leadership committee for quality oversight

PDCA - Plan-Do-Check-Act: Systematic improvement methodology

PREE - Programme Review for Effectiveness and Enhancement: Program-level quality review

PQR - Pakistan Qualification Register: National program registration system

QEC - Quality Enhancement Cell: Central quality assurance unit

RIPE - Review of Institutional Performance and **Enhancement:** Institutional quality review

SAR - Self-Assessment Report: Institutional self-evaluation document

https://www.au.edu.pk/Pages/QEC_WEB/index.html

Air University remains committed to achieving the highest standards in teaching, research, and institutional management. In alignment with HEC directives and emerging global quality benchmarks, the Quality Enhancement Cell (QEC) adopts a holistic and evidence-based approach to academic quality assurance. Through the integration of 360-degree feedback mechanisms, the Quad Helix engagement model, and benchmarking with leading national and international universities, Air University continuously strives to enhance its systems, uphold transparency, and foster a culture of sustained academic excellence and innovation.

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