

Executive Summary
Associate degree in Operations Management
Faculty of Management
Self-Assessment Cycle-III (2023-24)

Quality of higher education is monitored by Quality Assurance Agency (QAA) of HEC by various means. One of the means is Self-assessment of the programs offered by a University/HEI (Higher Education Institute). The Self-assessment process is conducted according to the guidelines provided by QAA in the Self-assessment manual. In this regard, the current document summarizes the findings of the self-assessment process for the program Associate degree in Operations Management offered by the Department of Management Science.

The department is committed to produce graduates who can lead organizations towards success and prosperity in the global marketplace. The department offers rigorous programs in different areas of specialization. The department has completed the following tasks with reference to Self-assessment process:

1. Development of **Self-Assessment Report (SAR)** by Program Team for the Associate degree in Operations Management
2. Assessment of the said program and submission of **Assessment Report (AR)** by Assessment Team for Associate degree in Operations Management
3. Development of **Rectification Plan** by Head of Department

The tasks were completed according to the set methodology through Program and Assessment Teams nominated by the Rector upon recommendation of the Department.

Procedure

The following procedure has been adopted to complete the self-assessment process:

1. Head of department nominated a program team (PT) for the program under consideration. DQE (Directorate of Quality Enhancement) arranged initial orientation and training session for PT. The composition of PT is given below:

Table 1: Program Team

Sr.#	Name	Designation
1.	Muhammad Aamir Qureshi	Lecturer, Management Science

2. All the relevant material such as Self-Assessment manual, survey forms, etc. were provided to PT.
3. Continuous support, guidance, and feedback were provided to PT to develop SAR for the said program.
4. After completion and submission of the final SAR by PT, the Rector, upon recommendation of the HOD, approved constitution of an Assessment Team (AT) for critical appraisal of the program and SAR. The composition of AT is given below:

Table 2: Assessment Team

Sr.#	Name	Designation
1.	Dr. Ambreen Sarwar	Assistant Professor, Management Science

5. SAR developed by PT was forwarded to AT for critical review.
6. After completion of critical review and assessment of the SAR, DQE arranged an exit meeting between AT and PT in presence of the Head of Department and DQE team.
7. After the visit, AT submitted a Rubric form to DQE.
8. DQE forwarded the observations & findings of AT report to the Head of Department for developing a rectification plan.
9. DQE will now monitor implementation of corrective actions proposed by AT.

Criteria in SAR:

Following eight (8) criteria defined by the HEC are used to develop SAR:

- Criterion 1: Program Mission, Objectives and Outcomes
- Criterion 2: Curriculum Design and Organization
- Criterion 3: Laboratory and Computing Facility
- Criterion 4: Student Support and Advising
- Criterion 5: Process Control
- Criterion 6: Faculty
- Criterion 7: Institutional Facilities
- Criterion 8: Institutional Support

Key Findings about the Program:

Following is a summary of the key findings after program's assessment:

1. PLO 01 is ambiguous as there are several skills and challenges present in organizations for example financial, marketing, research, HR etc. It has not been specified as to which of the skills are the focus of this PLO.
2. Program outcomes are not available and have not been mentioned in the report.
3. Employers' Survey has not been conducted and is, therefore, not included in SAR.
4. Alumni did not respond to the survey; therefore, response rate is zero.
5. The department and Program mission statement are not available on the University website.
6. The students' enrollment figures and retention percentages show encouraging results for the last 3 years. Retention rates for the last 4 semesters are more than 95% mostly which shows the steady success of the program.

7. As per the new HEC undergraduate policy 2023, the courses are categorized as general education, disciplinary courses, and Project/Internship courses. These categorizations have not been found in the study scheme available at the main website of VU.
8. As per the new HEC undergraduate policy 2023, the study scheme for Operations Management lacks the following courses in the general education category. 1.Natural Science Course (1 course of 3 credit hours); 2. Quantitative Reasoning (1 course of 3 credit hours); 3. Course related to Ideology and Constitution of Pakistan (1 course of 2 credit hours); 4. Entrepreneurship (1 course of 3 credit hours)
9. As per the new HEC undergraduate policy 2023, ICT course for 3 credit hours (2+1) has not been included in the study scheme for the Operations Management lacks ICT course.
10. Several general course's CLOs are not aligned with any PLO.
11. There are several courses that are outdated like Introduction to Business etc. It is needed to re-record such courses to incorporate contemporary trends.
12. The number of courses from the domain of Operations Management are limited in number.
13. The scope of student counselling is limited to the studies, career counselling is missing.
14. There is shortage of faculty having specialization in Supply Chain Management.
15. As per results of the faculty survey, faculty is not satisfied with Course allocation. They suggest that the allocation of courses should be according to the qualifications of faculty members.
16. As per results of the faculty survey, faculty is not satisfied with the benefits offered other than pay, working hours, transparency of procedures, and incentives provided for scholarly work.
17. Libraries are limited and even access to digital content is limited.

Conclusion and Recommendations:

Analysis of the Criteria Referenced Self-Assessment reveals that performance of the department is 'satisfactory' in most of the areas. The program has secured (66.42/100) score reported by AT which reflects overall excellent performance.

The areas that need corrective actions identified during self-assessment process have been reported to Head of the Department for rectification. DQE will follow up the implementation plan as per specific time-frame to track continuous improvement.

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