

Quality Policy



Sai Tirupati University

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0		Issued for Implementation
Rev.	Date	Description
SAI TIRUPATI UNIVERSITY UDAIPUR		Quality Policy





1. Introduction

Sai Tirupati University, Umarda, Udaipur, is committed to delivering excellence in education, clinical practice, research, and innovation through robust quality management systems. As a multidisciplinary university with a strong focus on Medical, Nursing, Pharmacy, Allied Health Sciences, and other professional programs, The University strives to uphold the highest standards in academics and healthcare in alignment with national and international benchmarks.

The University embraces a culture of quality that permeates all levels of operations and fosters continuous improvement in teaching-learning, patient care, administration, research output, and institutional governance.

2. Definition of Quality

At STU, Quality is defined as the capacity of the institution to:

- Set objectives aligned with its vision and stakeholder expectations;
- Achieve its stated mission and goals effectively and efficiently;
- Optimize use of resources to achieve maximum impact;
- Promote holistic development and employability of students and faculty;
- Consistently adhere to high academic, ethical, clinical, and professional standards.

3. Purpose of the Quality Policy

This Quality Policy aims to:

- Establish a coherent and transparent quality assurance and enhancement framework;
- Define responsibilities and accountabilities across academic, clinical, administrative, and research functions;
- Ensure compliance with regulatory standards from bodies like UGC, NMC, INC, PCI, AICTE, NAAC, and NBA;
- Provide mechanisms for internal audits, external reviews, stakeholder feedback, and evidence-based improvements;
- Foster a culture of academic excellence, research innovation, patient satisfaction, and institutional accountability.

4. Scope of the Policy

This policy is applicable to all institutional domains, including but not limited to:

- Academic Programs
- Teaching and Learning Processes
- Clinical and Healthcare Services
- Research and Development Activities
- Student Support and Campus Life
- Administrative and Financial Operations
- Governance and Institutional Leadership
- Stakeholder Engagement (Students, Parents, Alumni, Employers, Industry, Regulatory Bodies)

5. Policy Statement

Sai Tirupati University is committed to a structured Quality Management System that emphasizes planning, execution, monitoring, evaluation, and enhancement of all institutional processes. The University adopts a Quality Management Framework grounded in the Plan-Do-Check-Act cycle, ensuring continuous improvement and accountability.





The University assures quality by:

- Defining clear quality benchmarks for all functional areas;
- Conducting periodic internal and external reviews of its processes;
- Promoting stakeholder participation in planning and feedback;
- Ensuring timely corrective actions and strategic planning for future improvements.

6. Quality Management Framework

6.1 Planning and Implementation

- Strategic and Operational Planning
 - Long-term Vision and Strategic Plans are translated into measurable short-term operational goals through departmental action plans.
 - Each plan aligns with institutional objectives and includes KPIs related to academic performance, patient outcomes, research productivity, and stakeholder satisfaction.
- Policy Development and SOPs
 - All academic, research, clinical, and administrative operations are governed by documented policies and standard operating procedures.
 - Policies are framed in consultation with internal and external stakeholders, benchmarking best practices, and adhering to regulatory mandates.
- Capacity Allocation
 - STU ensures the availability of adequate human resources, infrastructure, finance, and technology to support the effective implementation of planned activities.

6.2 Evaluation and Monitoring

- Internal Quality Assurance Mechanisms
 - IQAC conducts regular academic audits, clinical audits, administrative reviews, and student/staff satisfaction surveys.
 - Mid-semester and end-semester academic reviews and performance assessments are conducted.
- External Reviews and Accreditation
 - The University voluntarily participates in audits by external regulatory bodies such as NAAC, NMC, PCI, and NBA.
 - Peer reviews, clinical inspections, and statutory compliance verifications are integral components of the quality process.
- Student and Patient Feedback
 - Continuous collection and analysis of structured feedback from students, interns, and patients inform academic and clinical improvements.





6.3 Quality Enhancement and Improvement

- **Corrective and Preventive Actions**

- Data from audits and reviews is used to identify gaps, propose improvements, and implement corrective actions.
- These are integrated into institutional development plans and periodically tracked for effectiveness.

- **Institutional Research and Benchmarking**

- Institutional data is analyzed to generate insights, facilitate benchmarking, and improve decision-making.
- STU promotes evidence-based improvements in pedagogy, clinical procedures, and administrative practices.

- **Training and Capacity Building**

- Regular Faculty Development Programs (FDPs), Clinical Skill Enhancement Workshops, Research Methodology Training, and IT Skill Workshops are conducted.

7. Governance of Quality Management

The Internal Quality Assurance Cell (IQAC) is the nodal agency for quality governance at STU. It operates under the oversight of the Vice-Chancellor and in collaboration with the following committees:

- Academic Council
- Research and Innovation Committee
- Curriculum Development Committee
- Hospital Quality Committee
- Examination Board
- Grievance Redressal and Feedback Review Committee

IQAC Responsibilities:

- Develop and deploy quality benchmarks and parameters
- Facilitate creation of a learner-centric and patient-friendly environment
- Document and review institutional processes for quality improvement
- Coordinate preparation of AQAR, SAR, and SSR reports for accreditation
- Promote best practices across departments and functions

8. Commitment to Continuous Improvement

Sai Tirupati University upholds the following commitments:

- Continuous review and upgradation of curriculum and pedagogy
- Adoption of latest technologies in teaching and healthcare
- Transparency and fairness in evaluation and governance
- Supportive environment for innovation, entrepreneurship, and community engagement
- Alignment with the United Nations Sustainable Development Goals (SDGs), especially those concerning health, education, and equality

9. Policy Review and Revision





The Quality Policy shall be reviewed every three years or earlier if required, based on stakeholder feedback, regulatory updates, and institutional development priorities.

10. Conclusion

The Quality Policy of Sai Tirupati University reflects the institution's unwavering commitment to achieving excellence in all spheres of academic, clinical, research, and administrative functions. It establishes a unified framework that not only ensures adherence to regulatory and professional standards but also promotes a culture of continuous quality enhancement, innovation, and inclusiveness.

By embedding quality into the core values of the University, this policy empowers all stakeholders—students, faculty, healthcare professionals, researchers, and administrators—to actively contribute to the realization of institutional goals. The policy serves as a dynamic instrument that guides the University towards becoming a benchmark in higher education and healthcare, both nationally and globally.

In alignment with its mission and vision, Sai Tirupati University shall consistently strive to elevate its quality benchmarks, ensuring that every graduate, research output, and healthcare service reflects the highest standards of competence, ethics, and social responsibility.

Approved by

President
Sai Tirupati University Udaipur