

APPLYING THE CONCEPTS OF QUALITY IMPROVEMENT TOOLS AND METHODS IN RETRAINING COURSES OF THE HIGHER EDUCATION MANAGERIAL STAFF IN UZBEKISTAN

Pulatkhon Lutfullayev
Namangan State University
UZBEKISTAN
pulathon2001@gmail.com

ABSTRACT

Retraining of higher educational managerial staff in Uzbekistan is one of the major concern of current educational policy reform of Uzbek government. Therefore, on June 12, 2015, the government's new legislation on "About further developing the retraining and quality improvement system of management staff in higher educational institutions" introduced. According to this legislation 144 hours compulsory auditorium training course is required to attend in every three years by the managerial staff in higher educational institutions. The retraining courses are organized at the Head of Scientific Methodic Center which is the central retraining institution under the Ministry of Higher and Secondary Specialized Education of Uzbekistan. However, the courses and subjects in this center are yet to be enhanced and strongly needs for improvement. In this article, applying the concepts of international best practices of quality improvement methods and tools in retraining courses of higher educational managerial staff is discussed. The international quality improvement tools and methods mainly focused on concepts such as benchmarking, tuning methodology, total quality management, strategic management, internal and external quality assessment, quality control, and quality assurance. The survey method and mathematical analyses widely used in order to disclose the opinions and views of course attendees. By the result of the survey the positive opinions of course attendees determined and discussed.

Keywords: quality assurance, benchmarking, tuning methodology, retraining management staff, higher education reform.