

The purpose of this study was to find out the current status regarding the quality of academic processes in National University of Modern Languages (NUML) Islamabad. The study was intended to identify views and opinions of teachers and students about the quality of academic processes of university. Academic processes addressed learning, research, community service, curriculum, teaching methods and evaluation.

The study focused on the quality management practices in NUML for teaching and learning processes and to suggest a comprehensive framework for the quality management of the university. The idea of quality management in higher education is not new, and several attempts have been made to apply the quality management models in higher education. The models employed for quality management in higher education were mostly derived from the industrial models i.e. Total Quality Management Model, ISO, EFQM etc. The researcher examined the quality concepts and approaches in higher education and intended to suggest a model for quality management in higher education. For this purpose as an initial step, an attempt has been made by the researcher to propose a framework for National University of Modern Languages Islamabad. After the successful implementation of the suggested model the research could be of benefit to the other universities of Pakistan.

The sample comprised random selection of 80 teachers and 175 students from NUML to know their views about the quality of NUML. An individual questionnaire was developed both for students and teachers. Data was collected, tabulated, analyzed and interpreted using statistical measures. Based on that, the researcher has suggested a framework for the quality management of university.