Enhancing Education Quality via an Online Quality Management System: Case Study at Sultan Idris Education University

Muhammad Modi Lakulu
Quality Management Division, Faculty of Computing Meta-Technology, Sultan Idris Education University, Tg Malim, Perak, Malaysia

Maizatul Hayati Mohamad Yatim
Faculty of Computing Meta-Technology, Sultan Idris Education University, Tg Malim, Perak, Malaysia

Bahijah Abas
Quality Management Division, Faculty of Management and Economics, Sultan Idris Education University, Tg Malim, Perak, Malaysia

Khairul Azam Bahari
Quality Management Division, Faculty of Languages and Communication, Sultan Idris Education University, Tg Malim, Perak, Malaysia

Muhammad Hazlan Shah Idris
Quality Management Division, Sultan Idris Education University, Tg Malim, Perak, Malaysia

Tho Siew Wei
Faculty of Science and Mathematics, Sultan Idris Education University, Tg Malim, Perak, Malaysia

Abstract

The pursuit of continuous improvement in educational outcomes is a central challenge for academic institutions worldwide. Traditional quality assurance methods in education are often manual, siloed, and reactive, leading to inefficiencies and a lack of actionable insights. This paper proposes designing and implementing an integrated Online Quality Management System (OQMS) as a strategic solution to these challenges. The proposed web-based platform centralizes the entire quality management cycle from planning and data collection to evaluation, analysis, and reporting. By automating processes such as teaching and learning exercises, research and publication, audit management, compliance tracking, and performance monitoring, the system improves operational efficiency and data integrity. It also supports a culture of continuous feedback and evidence-based decision-making by providing administrators and faculty with real-time dashboards and analytical reports. Evaluation confirmed the system's effectiveness, with thematic analysis revealing strong user satisfaction in Positive Reception, Efficiency & Usefulness, and Ease of Use. Furthermore, the System Usability Scale (SUS) evaluation yielded an average score of 76.1, placing the OQMS in the 'good to excellent' category. The conclusion affirms that an OQMS is not merely a technological upgrade but a transformative tool for fostering a systematic, transparent, and sustainable quality culture, ultimately enhancing teaching effectiveness, improving student learning experiences, and strengthening institutional reputation.

Keywords

Online Quality Management System, continuous quality improvement, ISO 9001:2015.