SOHAIL UNIVERSITY

Policies & Procedures

SOHAIL UNIVERSITY

SOP Title: Continuous Quality Improvement (CQI) Framework	
Revision Date (if any):	
SOP No.: SU-SOP-QEC-2026-005-R0	
Version: 01	
Approved by:	**24th Academic Council - June 3rd,2026**
Effective Date: June 3rd, 2026	
To be implemented by: Quality Enhancement Cell and other departments of Sohail University	
Total pages: 07	

	Designation	Date
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1. Introduction

Outcome Based Education (OBE) ensures that the academic programs of Sohail University produce graduates who achieve clearly defined learning outcomes. The Continuous Quality Improvement (CQI) framework ensures that teaching, assessment, and curriculum are **continuously evaluated and improved** using measurable indicators.

CQI at Sohail University operates at three levels:

1. **Course Level (CLO – Course Learning Outcomes)**
2. **Program Level (PLO – Program Learning Outcomes)**
3. **Program Educational Objectives (PEO – Graduate achievements after graduation)**

The CQI system ensures that data generated through assessments and surveys is analyzed and corrective actions are implemented through institutional governance structures.

2. Objectives of CQI System

The objectives of CQI implementation at Sohail University are:

- To monitor attainment of CLOs, PLOs and PEOs
- To improve teaching and assessment practices
- To ensure program alignment with academic and industry standards
- To strengthen decision making through evidence-based evaluation
- To maintain compliance with Higher Education Commission (HEC) quality standards

3. Governance Structure for CQI Implementation

CQI implementation follows the academic governance structure of Sohail University.

Body	Role
Course Teacher	CLO assessment and corrective actions
Program Coordinator / HoD	Program level monitoring
Board of Studies (BoS)	Academic review and curriculum improvement

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Faculty Board (BoF)	Academic endorsement
Academic Council	Institutional approval of major changes
Quality Enhancement Cell (QEC/IQC)	Monitoring, documentation and reporting

4. Course Level CQI (CLO Attainment)

Course Learning Outcomes are measured through:

- Quizzes
- Assignments
- Midterm examinations
- Final examinations
- Projects or presentations

CLO Attainment KPIs

Indicator	**Target**
Individual student attainment	≥ 40%
Cohort attainment	≥ 50% students achieve ≥ 40%

If the KPI is not achieved, the course instructor must initiate corrective actions **before the locking of sessional marks.**

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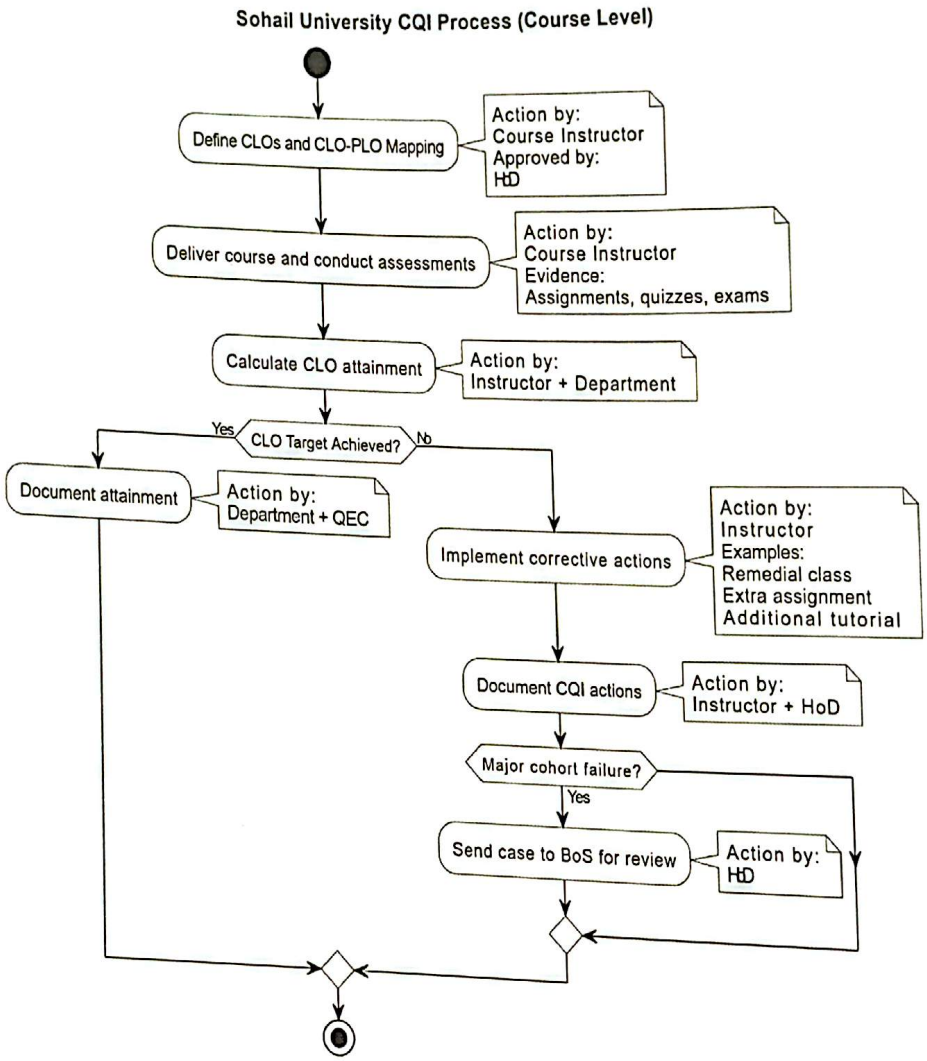
5. CLO CQI Process Workflow



6. Program Level CQI (PLO Attainment)

Program Learning Outcomes are measured through:

Direct Assessment

- CLO-PLO mapping
- Course assessments
- Final year project evaluation
- Internship performance

Indirect Assessment

- Graduating student survey

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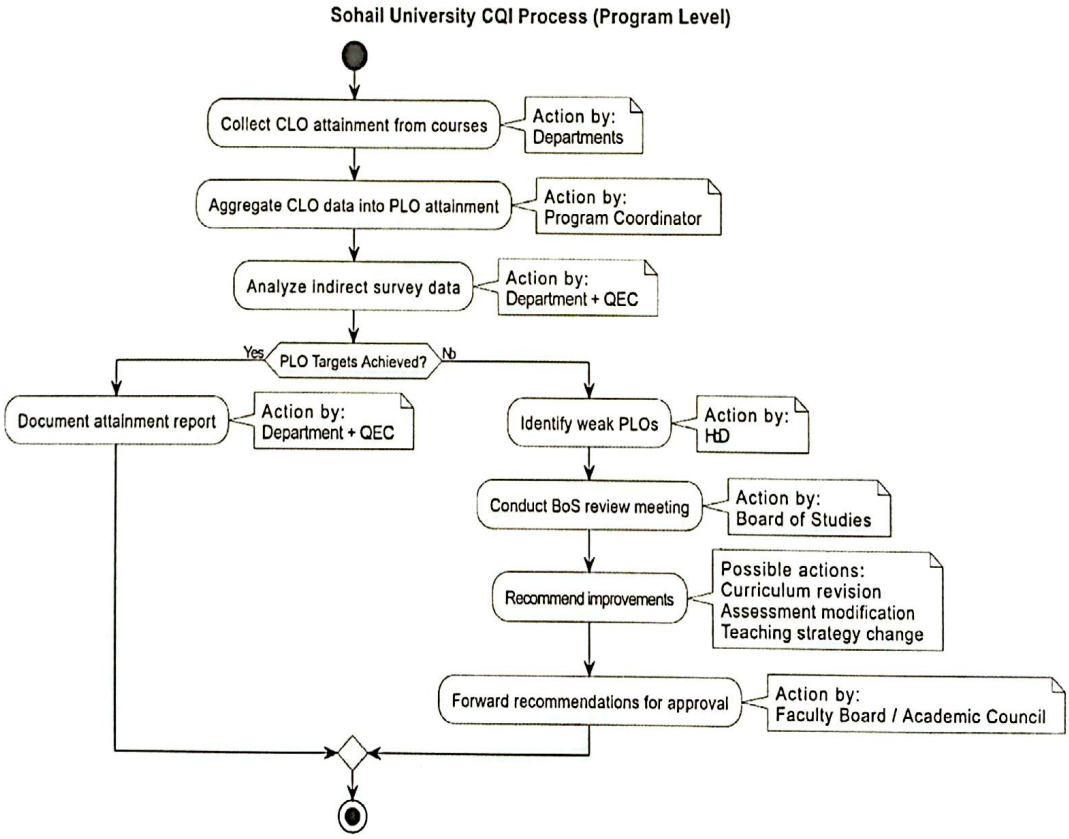
- Internship feedback
- Exit interviews

PLO Attainment KPIs

Indicator	Target
Individual attainment	≥ 40%
Cohort attainment	≥ 50% students achieving ≥ 40%
Indirect survey agreement	≥ 50%

PLO attainment is reviewed **every semester** using cumulative student performance data.

7. PLO CQI Workflow



8. PEO Evaluation and CQI

Program Educational Objectives reflect **graduates' achievements after graduation**, typically measured after **3–5 years.**

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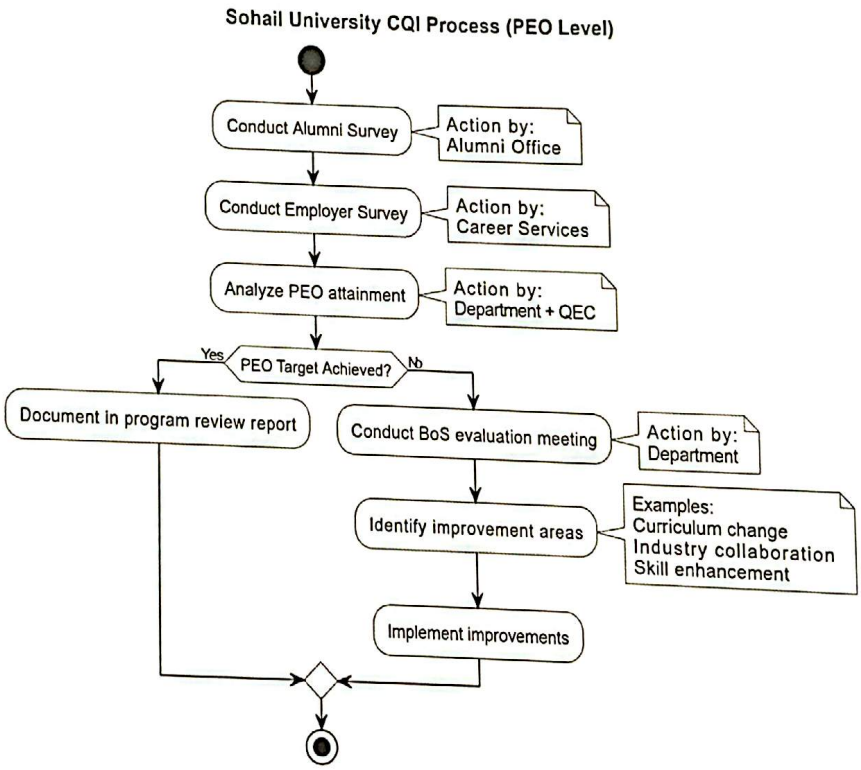
PEOs are evaluated through:

- Alumni surveys
- Employer surveys
- Industry feedback
- Professional achievements of graduates

PEO KPI

At least **50% respondents should indicate satisfactory achievement** of PEO indicators.

9. PEO CQI Workflow



10. CQI Documentation and Evidence

Every CQI action must be documented and stored in the departmental record.

Required Evidence

- CLO attainment report

- PLO attainment report
- Meeting minutes of BoS
- Corrective action plan
- Survey reports
- Implementation evidence

All documentation is maintained by the department and monitored by **Quality Enhancement Cell (QEC)**.

11. CQI Tracking Matrix

Reference	Issue Identified	Root Cause	Corrective Action	Responsible Unit	Target Date	Status
CLO-3	Low attainment	Difficult assessment	Additional tutorial	Instructor	Mid semester	Completed
PLO-2	Weak analytical skills	Course content gap	Curriculum revision	BoS	Next semester	In progress
PEO-1	Low employer satisfaction	Skill mismatch	Internship enhancement	Department	Next cycle	Planned

12. Role of QEC / IQC

The Quality Enhancement Cell performs the following functions:

- Monitoring implementation of CQI framework
- Maintaining institutional quality records
- Supporting departments in data analysis
- Preparing quality reports for HEC
- Ensuring compliance with PSG-2023 standards

13. Conclusion

The CQI framework ensures that Sohail University continuously improves its academic programs through systematic assessment, structured governance, and evidence-based decision making.

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By integrating CLO, PLO, and PEO evaluation within the academic governance system, the university maintains a sustainable mechanism for **continuous academic improvement and quality assurance.**

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