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Abstract

Faced with intensified global education competition, universities and other Higher Education institutions are implementing Total Quality Management (TQM) to keep rivals at bay. Meanwhile, research interest in TQM in Higher Education is growing. This paper reviews the achievements and limitations of extant research on TQM in Higher Education, and discusses directions for future research. The paper finds that extant research focuses on (1) teaching and learning but neglects research and industry engagement; (2) an isolated factor (e.g., teacher) but neglects other factors (e.g., facilities); (3) the Higher Education sector in advanced countries but neglects the Higher Education sector in developing countries; and (4) TQM as a phenomenon but neglects theory development and integration. Future research needs to address these limitations, adopt a more holistic perspective, and take a more inclusive and comprehensive approach to TQM in the Higher Education sector. (HRK / Abstract übernommen)