

## **List of Abbreviations**

A:	Agree
ANOVA:	Analysis of Variance
CI:	Continuous Improvement
CS:	Customer Satisfaction
DA:	Disagree
DLO:	Dimensions of Learning Organizations
DMAIC :	Define, measure, analyze, improve, and control
EI:	Employee Involvement
H0:	Null Hypotheses
H1:	Alternative hypotheses
HEIs:	Higher Education Institutes
ISO:	International Organization for Standardization
MC:	Management Commitment
MSUB:	Maharaja Sayajirao University of Baroda
N=	Neutral
RO:	Research Objectives
SA:	Strongly Agree
SAM:	System Approach to Management
SDA:	Strongly Disagree
TM:	Team Work
TQM:	Total Quality Management
TRG:	Training
YRC :	Youth Red Cross