



MEASI Institute of Management

Standard Operating Procedure (SOP) for Gap Identification and Action Plan for

COs-POs for the academic year 2022-23.

Department: Academic committee

Prepared by: Dr. T A M Hameed Kan

Approval Authority: Director - MIM

Effective Date: 30 June 2023

Review Period: Annual

1. Purpose

To establish a systematic method to identify and bridge the gaps between Program Outcomes (POs).

2. Scope

Applies to all courses of MBA across semesters at the MEASI Institute of Management and contributes to curriculum enhancement, quality assurance, and accreditation processes. This SOP ensures consistent implementation of outcome-based education (OBE) principles.

3. Responsibilities

Stakeholders	Responsibilities
Course Faculty	Define COs and map with POs



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Stakeholders	Responsibilities
Academic Coordinator	Verify and validate CO-PO mapping
CO-PO (academic) Committee/IQAC	Review mappings, attainment levels, and suggest improvements - Conduct gap analysis
Director	Approve final COs/POs/PSOs and initiate policy changes if needed

4. Procedure

Step 1: Define and Document Objectives and Outcomes

- **Course Objectives (COBs):** Broad statements of what is intended to be taught.
- **Course Outcomes (COs):** Measurable outcomes that indicate student learning.
- **Program Outcomes (POs):** Graduate attributes aligned with NBA framework.
- **Program Specific Outcomes (PSOs) :** Statements that define the specific knowledge, skills, and competencies a graduate is expected to attain within the domain or specialization of the program, in alignment with industry requirements and professional practices.

Step 2: Mapping Matrix Preparation

- Prepare **CO-PO Matrix:** Map each Course Outcome with relevant POs using a scale (e.g., 1: Low, 2: Medium, 3: High).

Step 3: Data Collection and Attainment Analysis

- Collect course assessment data (internal/external exams, projects, viva).
- Calculate CO attainment using pre-defined rubrics or threshold (e.g., 55% of students scoring more than 60%).
- Aggregate COs to calculate PO attainment using direct and indirect assessment tools (student feedback, alumni surveys, employer surveys).



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Step 4: Gap Identification

- **Identify Gaps:** Compare target and actual attainment.
 - CO-PO actuals PO attainments

Type of Gap	Indicators
Knowledge Gap	Low attainment in cognitive-level Cos
Skill Gap	Poor performance in application-based Cos
PO Alignment Gap	Discrepancy between COs and PO achievement

Step 5: Action Plan for Bridging Gaps

Gap Identified	Cause	Action Plan	Responsibility
Low CO Attainment	Poor pedagogy	Faculty training, Revised delivery.	Course Faculty
CO-PO Weak Link	Poor mapping	Revise COs or realign POs.	CO-PO Committee
PEO-PO Mismatch	Curriculum drift	Curriculum revision, Industry inputs.	Board of Studies
Low PO from indirect tools	Stakeholder unawareness	Awareness workshops, Alumni connect, Employer connect.	IQAC

Step 6: Implementation and Monitoring

- Implement the approved action plan.



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- Monitor progress through review meetings, feedback, and performance metrics.

Step 7: Documentation and Reporting

- Maintain records of mapping, gap analysis, action plan, and implementation evidence.
 - Submit reports to IQAC and academic committee.
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5. Review and Continuous Improvement

- Conduct annual reviews of mapping matrices and attainment data.
- Use stakeholder feedback for continuous curriculum improvement.
- Align with changes in NBA/AICTE/UGC guidelines.



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Standard Operating Procedure (SOP) for Gap Identification and Action Plan for

COs-POs for the academic year 2023-24.

Department: Academic committee

Prepared by: Dr. T A M Hameed Kan

Approval Authority: Director - MIM

Effective Date: 30 June 2024

Review Period: Annual

1. Purpose

To establish a systematic and standardized procedure for framing, mapping, assessing, and reviewing **Course Outcomes (COs)**, **Program Outcomes (POs)**, and **Program Specific Outcomes (PSOs)** for enhancing curriculum quality, ensuring outcome-based education, and complying with accreditation standards (NBA/NAAC/AICTE).

2. Scope

Applies to all courses of MBA across semesters at the MEASI Institute of Management and contributes to curriculum enhancement, quality assurance, and accreditation processes.

3. Responsibilities

Stakeholders	Responsibilities
Course Faculty	Define COs and map with POs



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Stakeholders	Responsibilities
Academic Coordinator	Verify CO-PO mapping
CO-PO (academic) Committee/IQAC	Conduct gap analysis
Director	Final approval and policy integration

4. Procedure

Step 1: Define and Document Objectives and Outcomes

- **Course Objectives (COBs):** Broad statements of what is intended to be taught.
- **Course Outcomes (COs):** Measurable outcomes that indicate student learning.
- **Program Outcomes (POs):** Graduate attributes aligned with NBA framework.
- **Program Specific Outcomes (PSO) :**

Step 2: Mapping Matrix Preparation

- **Prepare CO-PO Matrix:** Map each Course Outcome with relevant POs using a scale (e.g., 1: Low, 2: Medium, 3: High).

Step 3: Data Collection and Attainment Analysis

- Collect course assessment data (internal/external exams, projects, viva).
- Calculate CO attainment using pre-defined rubrics or threshold (e.g., 55% of students scoring more than 60%).
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Step 4: Gap Identification



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Step 5: Action Plan for Bridging Gaps

Gap Identified	Cause	Action Plan	Responsibility
Low CO Attainment	Poor pedagogy	Faculty training, Revised delivery.	Course Faculty
CO-PO Weak Link	Poor mapping	Revise COs or realign POs.	CO-PO Committee
PEO-PO Mismatch	Curriculum drift	Curriculum revision, Industry inputs.	Board of Studies
Low PO from indirect tools	Stakeholder unawareness	Awareness workshops, Alumni connect, Employer connect.	IQAC

Step 6: Implementation and Monitoring

- Implement the approved action plan.
- Monitor progress through review meetings, feedback, and performance metrics.



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Step 7: Documentation and Reporting

- Maintain records of mapping, gap analysis, action plan, and implementation evidence.
 - Submit reports to IQAC and academic committee.
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5. Review and Continuous Improvement

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- Use stakeholder feedback for continuous curriculum improvement.
- Align with changes in NBA/AICTE/UGC guidelines.



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Department: Academic Committee

Prepared by: Dr. T A M Hameed Kan

Approval Authority: Director – MIM

Effective Date: 30 June 2025

Review Period: Annual

1. Purpose

To establish a systematic and standardized procedure for framing, mapping, assessing, and reviewing **Course Outcomes (COs)**, **Program Outcomes (POs)**, and **Program Specific Outcomes (PSOs)** for enhancing curriculum quality, ensuring outcome-based education, and complying with accreditation standards (NBA/NAAC/AICTE).

2. Scope

Applies to all **MBA courses and specializations** offered at the MEASI Institute of Management, across all semesters. This SOP ensures consistent implementation of outcome-based education (OBE) principles.



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3. Responsibilities

Stakeholders	Responsibilities
Course Faculty	Frame COs, ensure alignment with POs/PSOs, conduct assessments
Academic Coordinator	Verify and validate CO-PO-PSO mapping
CO-PO Committee / IQAC	Review mappings, attainment levels, and suggest improvements
Director	Approve final COs/POs/PSOs and initiate policy changes if needed

4. Procedure

Step 1: Framing Outcomes

4.1.1 Course Outcomes (COs)

- Define 5–6 COs for each course.
- Use Bloom's Taxonomy verbs (preferably Level 2 and above).
- Ensure COs are:



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- Specific and measurable
- Balanced across knowledge, skills, and attitude
- Time-bound and relevant

4.1.2 Program Outcomes (POs)

- Adopt MBA POs as per **NBA Graduate Attributes**.
- Typically include:
 - Knowledge application
 - Critical thinking and decision-making
 - Leadership and communication
 - Ethics and sustainability
 - Lifelong learning, etc.

4.1.3 Program Specific Outcomes (PSOs)

- Frame 2–3 PSOs per specialization.
- PSOs are unique to the program/department and relate to employability and higher-order skills.
- PSOs should complement the POs and reflect industry relevance.

Step 2: Mapping Matrix Preparation

- **CO-PO Mapping:** Each CO is mapped with relevant POs using a 3-point scale:
3 = High, 2 = Medium, 1 = Low, – = No correlation.
- **CO-PSO Mapping:** Similarly, COs that contribute to PSOs are mapped using the same scale.



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- Maintain a tabular matrix for all courses in the program.
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Step 3: Attainment Assessment

4.3.1 CO Attainment

- Use internal (CIA), external (university exam), and practical components.
- Set threshold (e.g., 55% of students scoring more than 60% = attainment).
- Use direct (marks) and indirect tools (feedback) for evaluation.

4.3.2 PO & PSO Attainment

- Derived by aggregating CO attainments through mapping weightage.
 - Use:
 - Direct tools: Course-level COs mapped to POs/PSOs
 - Indirect tools: Student exit surveys, alumni feedback, employer surveys
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Step 4: Gap Identification and Action Plan

Gap Type	Cause	Action Plan	Responsibility
Low CO Attainment	Poor pedagogy or content mismatch	Faculty development, teaching method revision	Course Faculty



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Gap Type	Cause	Action Plan	Responsibility
CO-PO/PSO Mismatch	Incorrect mapping	Revisit and realign mapping	CO-PO Committee
Low PO Attainment	Low CO contribution or indirect tool scores	Curriculum redesign, skill integration	IQAC & BOS
Low PSO Attainment	Lack of specialization-focused activities	Workshops, industry exposure	Specialization Coordinators

Step 5: Documentation

- Maintain:
 - COs, POs, PSOs documentation
 - Mapping matrices
 - CO/PO/PSO attainment records
 - Gap analysis and action plan reports
 - Evidence of implementation (faculty development, curriculum revision, etc.)

Step 6: Monitoring and Review

- Regular internal audits and academic reviews per semester



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- Use ERP or Excel templates for continuous tracking
 - Conduct curriculum review meetings annually or after each academic cycle
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5. Review and Continuous Improvement

- Conduct **annual review** of CO-PO-PSO matrices and attainment reports.
- Use insights from stakeholder feedback, NAAC/NBA/AICTE guidelines.
- Revise outcomes or teaching strategies as needed for continuous improvement.