## TOOLS AND TECHNIQUES

## **Definition Tools and Techniques**

- The definition tools and techniques distinguish the quality/customer satisfaction issues. These tools and techniques for definition help the customer-driven project lead team recognize the customer's needs and expectations and critical project processes.
- These tools are:
- Quality function deployment (phase 1) is a disciplined approach for listening to the voice of the customer to get customer requirements that are converted into deliverable conditions.



umbrella terms that describe the general approach or principle a tool takes, its main aim or its most distinctive characteristic



engagement devices that are commonly used and recognized, that have an inherent aim and can be used independently

**TECHNIQUE** 

a simple exercise or engagement activity that can be used when implementing a tool

#### Tools and techniques

A tool is any physical item that can be used to achieve a goal.

Tools that are used in particular fields or activities may have different designations such as "instrument" "utensil", "implement", "machine", "device," o "apparatus".

The knowledge of constructing, obtaining and using tools is technology.

Technique: The basic method for making or doing something, such as an artistic work or scientific procedure

Skill or command in a particular activity.

## Techniques and Tools of Evaluation

- Tools and techniques are required to gather information. These should be valid, reliable and usable.
- Interpretation of gathered information needs to be given in numerical scores, grades as well as in qualitative terms.
- Judgement should be made not just on scholastic aspects but also on co-scholastic aspects

# DEFINITIONS

## ASSESSMENT:

- "Assessment is the process of documenting, usually in measurable terms, knowledge, skill, attitudes, and beliefs."
- "Assessment in education is the process of gathering, interpreting, recording, and using information about pupils' responses to an educational task."

Harlen, Gipps, Broadfoot, Nuttal, 1992

## Data collection tools & techniques

## TOOLS

- Questionnaire
- Interview schedule
- Observation schedule
- Scales
- Tests
- Inventory, Checklist,
  Opinionnaire
- Sociogram/Sociometry

## **TEHNIQUES**

- Questioning: Written, Oral
- Interviewing: Face to face, Telephonic, Electronic/Net, Group, Video
- Observation
- Projective Techniques
- Panel Methods (Diary, Checklist, Logs etc.)

## Differences between techniques and tools

Data collection techniques	Data collection tools
Using available information	Checklist; data compilation forms
Observation	Eyes and other senses, pen/paper, watch, scales, microscope, etc
Interviewing	Interview guide, checklist, questionnaire, tape recorder
Administering written questionnaire	Questionnaire

## Tools for Class room evaluation

Paper Pencil Tests

Subjective type



- Extensive Response or Essay Type
- Short Response

Objectivetype



- 1. Supply Type
- a. Short answer type
- b. Completion type
  - 2. Selection types
- a. True false type
- b. Matching types
- c. MCQ



## **Evaluation Tools** Observations Questionnaires Focus Groups Interviews



## Evaluation

What is evaluation?

Why to evaluate?

How it is done?

### What Is Evaluation?

- It is a technique by which we come to know at what extent the objectives are being achieved.
- It is a decision making process which assist to make grade and ranking.

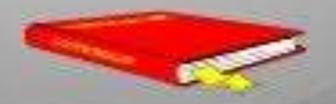
#### According to Barrow:

It is a process of education that involves collection of data from the products which can be used for comparison.



## What is evaluation?

Evaluation is the process of examining a subject and rating it based on its important features i.e. criteria





## What is evaluation?

- Evaluation is systemic determination of merit, worth and significance of something or someone using criteria against a set of standard.(en.wikippedia.org/wiki/evaluation)
- Evaluation is to draw; to assess; to compute an expression (en.wikitionary.org/wiki/evaluation)
- Evaluation is the process of making judgment based on criteria and evidence. (www.sbctc.edu/College/e-assessolossary)

#### MEANING OF TECHNIQUE

Technique means a particular technical form of investment expressed as an a input combination with varying capital output and capital labour ratios.

