QMS development in HEI

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BAKU
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Example before the start: expectations of the project team

1. Good model of the system;
2. Innovation of the study process, rationalization, increase of productivity, efficiency, facilitation;
3. Systematic view;
4. Sustainable processes;
5. General view of a whole set of results,
6. Poblem solving and solution, prediction of problems and finding preventive solutions,
7. Identification of best practices, transfer of individual competence to organization's best practices,
8. Responsibility identification,
9. Prompt response;
10. Assessment, feedback automation;
11. Better study programs, their realization, professors;
12. "Export" and export production through international programs;
13. Good indicators;
14. Good quality management methods;
15. Increased students motivation
16. Increased professors motivation.

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Quality as:

1. **Uniqueness** - a quality service is different from the others, at the same time it is expensive and inaccessible to most

2. **Excellence** - seeking excellence is the driving force of the survival and competitiveness.

3. **"0 errors"** – near to quality control, but including one important aspect – employing the tools for reducing of daily operation nonconformities

4. **Fitness for purpose** / Conformity to the purpose (strategy, customer needs, requirements, expectations)

5. **Transformation, change** (in knowledge, skills, attitudes) – development of value, allowing to live in information society

6. **Threshold** (measured level of compliance with the established norms and criteria)

7. **Value for money** - cost-effectiveness – establishing the needs and then satisfying them in economically advantageous conditions

8. **Reinforcing or improving**

9. **Way to describe** (and to provide) learning opportunities for students - training, support, learning, assessment.

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QMS implementation roles

- **Every employee** having functional, process owner's or operational role in organization **is responsible for the quality** of his/her performance and for continuous improvement of quality.

- An employee working in the QA Centre unit is **a partner** of Senior management, unit managers and all employees **in the field of quality improvement and quality of culture formation.**

- QAC is the owner of the QMS.

- QAC is **responsible for organization of the QMS establishment, performance and development.**

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Important roles of QAC employees.
Organization of the QMS establishment (creation of its elements and their interaction) in HEI:

1. Creation of quality policy;

2. Quality objectives;

3. Identification of value creation process model;

4. Measurement (process, product, satisfaction) model;

5. Auditing model;

6. Improvement model;

7. Risk management model;

8. Documentation (rules and procedures);

9. Structure of responsibility.

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Important roles of QAC employees.
Ensuring of QMS performance:

1. QA activity planning;
2. Coordination of collection of important data/indicators for QMS from all sources (internal and external);
3. Organization of data analysis, organization of problem identification and solving process;
4. Organization of feedback information for stakeholders;
5. Coordination of information about quality incidents, nonconformity identification resolution;
6. Advisory support for the bodies of the University and faculties in organizing and implementing self-evaluation and in preparations for accreditation;
7. Organization of internal audit realization.

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Important roles of QAC employees.
Ensuring of QMS improvement:

1. Organization of professional training for internal staff in QA and QI *(HR dep.);
2. Maintaining models „up to date" and development;
3. Coordination od „quality dialog" in University, collection of all improvement ideas and their transformation into implementation decisions;
4. Improvement decisions implementation control;
5. Analysis of international quality management development trends and presentation to the community of HEI.

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Important capabilities of QAC employees

- **Engage, motivate, inhale** quality ambitions, constructive dissatisfaction;
- **Communicate** quality values, culture and actual information with stakeholders;
- **Identify, model** important QMS objects;
- **Organize** data collection and management;
- **Analyze** data, **envisage** problems and opportunities;
- **Prepare** and **conduct** presentations;
- **Influence** decision makers to attack quality issues;
- **Mobilize** people improvement ideas generation;
- **Organize/monitor** implementation of improvement initiatives/projects;
- **Apply** IT software for QMS effective performance.

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