



## **“NAKHCHIVAN” UNIVERSITY**

### **QUALITY POLICY**

#### **A. Definition of Quality at NU**

1. Nakhchivan University (NU) is committed to striving for excellence in teaching, research, innovation, public service, intellectual leadership, outreach, governance and administration.
2. In seeking to achieve these goals the University is guided by five interrelated dimensions of quality. These are: (i) fitness of purpose; (ii) fitness for purpose; (iii) value for money; (iv) development of students and staff; and (v) adherence to high standards, including internal and external customer service standards.
3. *Fitness of purpose* refers to the University’s ability to define objectives that are relevant to its stakeholders’ needs and pursuant to its mission. This dimension of quality aims to evaluate the adequacy of the quality-related intentions of an organisation or programme.
4. *Fitness for purpose* refers to the University’s ability to fulfil its stated objectives and mission at both institutional and programme levels. It is concerned with assessing an institution or programme against indicators and standards derived from its basic mission and stated objectives.
5. *Value for money* refers to the University’s ability to demonstrate efficient and effective use of its human, physical, technological, information and financial resources.
6. *Development* of students and staff refers to the University’s ability to contribute to the enhancement of the knowledge, skills and attitudes of staff and students.
7. *Adherence to high standards* refers to the University’s ability to consistently meet agreed service standards and/or apply best practice in its delivery of academic, professional, technical or support services and in its communications with internal and external stakeholders.
8. In fulfilment of NU Mission, these five dimensions of quality are applied to the management of all of NU’s human, physical, technological, information and financial resources, internal operations and communications.

## **B. Purpose of Quality Policy**

9. The Quality Policy of NU establishes the University's approach to **Quality Management**. It sets out the methods by which NU assures its stakeholders of the high quality of its academic and non-academic outputs, as well as all aspects of its educational provision (quality assurance). It also explains how it enhances the quality of its academic and non-academic outputs and educational provision (quality enhancement). The Quality Policy supports the achievement of The UWI's Mission and Vision. It also facilitates its continuing institutional and programme accreditation.

## **C. Scope**

10. The Quality Policy applies to all academic and non-academic staff employed at or contracted to NU. This includes members of Administrative, Technical and Support staff, Senior Administrative and Professional staff and Academic staff.
11. The Policy applies equally to the University's academic operations (design and all modes of delivery of taught programmes and courses, research and innovation) and non-academic operations (design and delivery of administrative, financial, technical, professional and support services) as well as to its formal and public engagement.

## **D. Policy Statement**

12. NU adopts a systematic approach to quality management. NU Quality Management System (QMS) is predicated on (1) NU definition of quality and (2) the implementation of NU Quality Management Framework (QMF). Together, these guide University Departments, Centers and Faculties in the development of internal quality objectives, standards, desired practice and quality management mechanisms that are aligned to the University's approach. NU is also committed to periodically reviewing its quality policy, its quality management framework and the functioning of its quality management system to ensure their continued relevance and effectiveness.

## **E. NU Quality Management Framework**

13. NU QMF is based on the concept of ESG standards, which comprises four stages: Planning, Implementation, Evaluation and Improvement. NU is, therefore, committed to systematically planning its activities and establishing targets; monitoring and evaluating these activities, their outputs and outcomes; and using the results to improve its operations and outputs in relation to teaching, research, innovation, public service, intellectual leadership, outreach, governance and administration.

### Planning and Implementation Processes *Strategic & operational planning*

14. NU's Mission and Vision establish its overarching aims for the long- and medium term, while its Strategic Planning process produces five-year Strategic Plans which establish key strategic themes, goals and objectives.

15. All operational plans should include measurable targets related to one or more of the five dimensions listed in the University's definition of quality.

Development, documentation and implementation of policies and procedures

16. In addition to the Strategic Planning process, the University provides detailed guidance on planning and implementation in relation to the quality of specific aspects of its human, physical, technological, information and financial resources; internal academic and administrative operations; and communications through approved and documented policies and procedures. Such policies and procedures must be easily accessible for reference by staff and other stakeholders, as relevant.
17. All policies and procedures must be based on the following: consultation with all relevant stakeholders, reference to best practice at higher education institutions or other relevant entities and reference to the University's definition of quality.
18. The University is committed to providing adequate resources and support to enable implementation of its approved policies and procedures.

#### Evaluation and Improvement Processes

19. The University has instituted processes to facilitate evaluation and enhancement of the quality of its academic and non-academic operations and outputs. These include processes for continuous monitoring and periodic review of (1) the operations. Evaluation processes must emphasize the value of soliciting and taking account of the views of stakeholders.
20. Evaluation processes must be followed by processes for development of improvement plans and subsequent periodic reporting/ follow-up on the implementation of initiatives detailed in improvement plans.

#### Institutional research

21. The University's approach to evaluation and review underscores both self-reflection and external reference. Reviews of the quality of output and operations of a specific unit, or the implementation and outcomes of a specific process, may be undertaken or coordinated by an independent unit (QAS) of the University appointed for this purpose.
22. The University will undertake internal periodic quantitative or qualitative assessments of the quality of its operations and outputs through research studies involving students, staff and other stakeholders.

#### Capacity-building

23. The University will provide support for the implementation of corrective actions and improvement initiatives arising out of its evaluation exercises. This support will include inhouse and external

training or consultancy to develop or enhance the competencies of staff where appropriate.

#### **F. Elements of NU Quality Management System**

24. The elements of NU Quality management System are detailed in the Appendix:  
Elements of NU Quality Management System.

#### **F. Role of the University's Quality Management System**

25. The University has appointed a Quality Management System Team (QMST) to oversee and coordinate its quality management processes.
26. Terms of reference of the QAST:
- 1) Promote implementation of the Quality Management System Team(QMST) throughout NU
  - 2) Promote personal and unit responsibility for quality at NU
  - 3) Receive annual reports from Administrative staff of different units on the application of NU Quality Policy across academic and non-academic operations of the University on the Campus.
  - 4) Assess the reports at (3) above for any duplication of function
  - 5) Monitor follow-up action
  - 6) Identify and promote the dissemination of best practices as a quality enhancement process
  - 7) Recommend measures to enhance the QMST
  - 8) Establish working groups/sub-committees to undertake studies on issues impacting upon the optimum functioning of the QMT
  - 9) Review NU Quality Policy and amend as necessary.
27. Membership of the QMT:
- Chair -Rector
  - Vice Rector for Education
  - Head of Quality Assurance Sector
  - Head of Education Department
  - Heads of Chairs
  - Assistance of Quality Assurance Sector
  - Head of IT department