



WP1. Scoping and Analysis of Quality Assurance in Azerbaijan Universities

NEEDS ASSESSMENT REPORT **Odlar Yurdu University**



Co-funded by the
Erasmus+ Programme
of the European Union

"This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein"

1. INTRODUCTION & BACKGROUND

This section describes the purpose of the needs assessment and the specific questions and issues the assessment was designed to explore.

2. METHODS

Data Collection

- Brief description of each data collection method used
- Surveys – include a description of the groups that received and submitted surveys, including how representative each sample was of their larger population
- Focus Group – include a description of the number and types of groups that participated
- Interviews – include a description of the individuals that were interviewed

3. KEY FINDINGS

3.1 Context of the organization

- a) Understanding the organization and its context
- b) Understanding the needs and expectations of interested parties
- c) Determining the scope of the quality management system
- d) Quality management system and its processes

3.2 Leadership

- a) Leadership and commitment;
 - a.1 General
 - a.2 Customer focus
- b) Policy;
 - b.1 Establishing the quality policy
 - b.2 Communicating the quality policy
- c) Organizational roles, responsibilities and authorities

3.3 Planning

- a) Quality objectives and planning to achieve them
- b) Planning of changes

3.4 Support

- a) Resources;
 - a.1 General

- a.2 People
- a.3 Infrastructure
- a.4 Environment for the operation of processes
- a.5 Monitoring and measuring resources
- a.6 Organizational knowledge
- b) Competence
- c) Awareness
- d) Communication
- e) Documented information;

3.5 Performance evaluation

- a) Monitoring, measurement, analysis and evaluation;
 - a.1. General
 - a.2 Customer satisfaction
 - a.3 Analysis and evaluation
- b) Internal audit
- c) Management review;
 - c.1 General
 - c.2 Management review inputs
 - c.3 Management review outputs

3.6 Improvement

- a) General
- b) Nonconformity and corrective action
- c) Continual improvement

4. SUMMARY

- a) Strengths
- b) Areas of improvement
- c) The SWOT analysis of the current state of the ... University.