



Strategija. Efektyvumas. Verte

PRESENTATION

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Presentation Structure



1. Motivation
2. Continuous Improvement
3. QMS modeling status

MOTIVATION

Simple definition of motivation:

- A. Motivated people strive to do more and better.
- B. Motivated people strive to make less and resist changes.

What is common between A and B?

They all want to FEEL GOOD!

But their motives and actions differ.

People of type A. Their main motive:

“To improve future!” / “For the future”

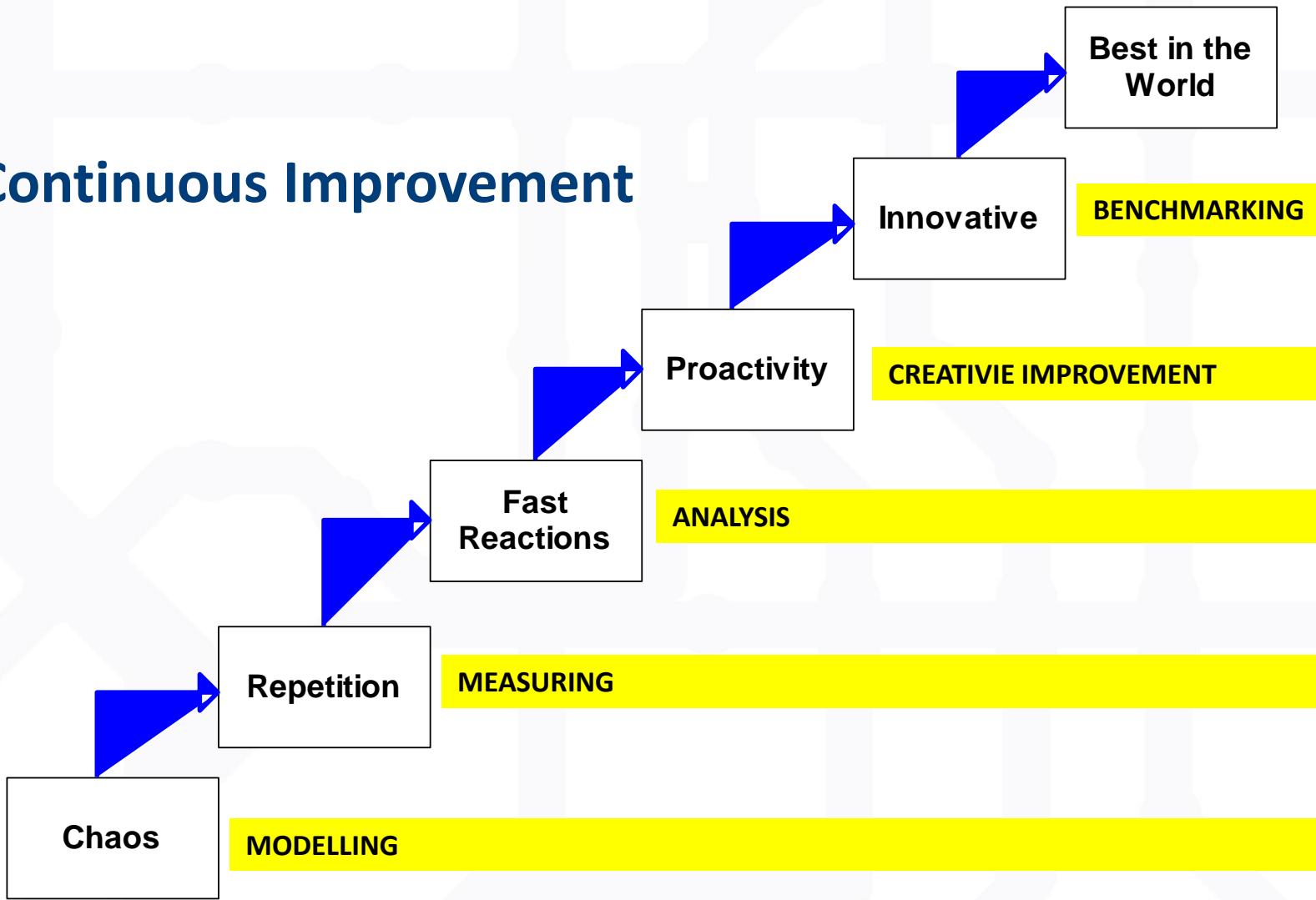
People of type B. Their main motive:

“The world is unfair – so why should I try too hard?”

C. There also is the third type of people:

“I’m not sure what to choose - A or B?”

Continuous Improvement



MODELLING

VALUE CREATION AND MEASUREMENT PROCESS IDENTIFICATION, INITIAL PROBLEM FORMULATION

VALUE CREATION PROCESS MODEL IDENTIFICATION:

- Mega maps, process maps, flowcharts, instructions,

PROCESS OWNERSHIP DEFINITION

- Process and operational ownership

PERFORMANCE MEASUREMENT MODEL

IDENTIFICATION:

- Process objectives;
- Indicators;
- Targets (target, alarm values)

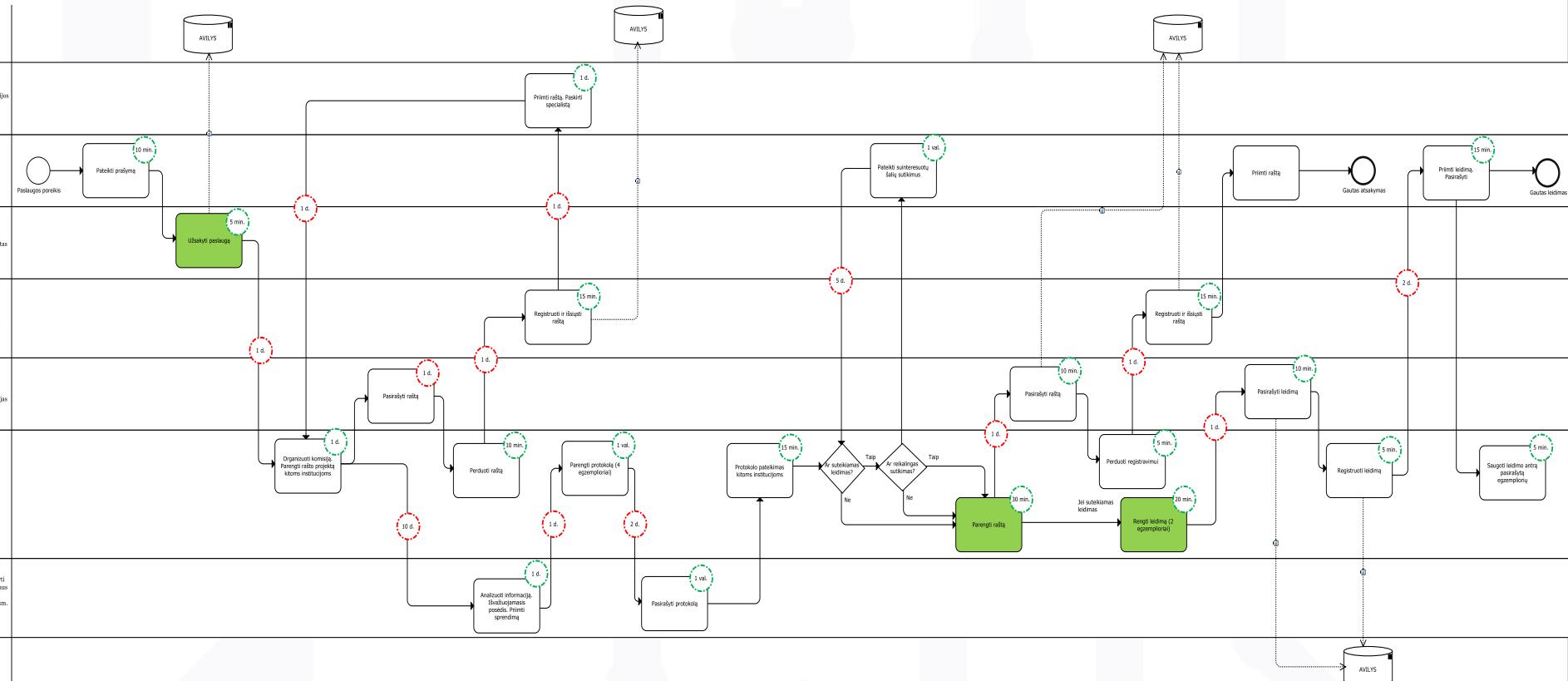
PROBLEM IDENTIFICATION

- Possible problems;
- Possible improvement projects.

VALUE:

1. Common understanding
2. Instructions for performers
3. Detection of nonconformities
4. Analysis of problem root causes
5. No systematic improvement without modeling.

PROCESS MAP



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EKT

MEASURING

DIFFERENCE BETWEEN CURRENT AND DESIRED PROCESS STATUS EVALUATION

ACTIVITY: Process data collection; periodical factual / target process performance evaluation; decisions – do we need changes?

VALUE:

1. Tested ability to collect important data;
2. Collected important data for analysis;
3. Current process performance status evaluated;
4. Decisions for process improvement.

ANALYSIS

• DEEP UNDERSTANDING OF ROOT CAUSES OF PROBLEMS

ACTIVITY: Waste analysis, mistake analysis, duration variation, overload analysis, root cause identification; hypothesis testing.

VALUE:

1. Improvement opportunities found.

CREATIVE IMPROVEMENT

IMPROVEMENT PROJECT CREATION, PLANNING, REAL LIFE TESTING AND IMPLEMENTATION

ACTIVITY: PDCA/A3; project management

VALUE:

1. Improvement plan is prepared;
2. Improvement methods created, tested, implemented and achieved performance is standardized.

MODELLING

Status	PD - QMS Process Model	Status	M - Measurement model
1	0 progress	1	0 progress
2	Simple process model	2	Basic scorecard model
3	<p>Hierarchical process model (mega map; process map; subprocesses; flowcharts);</p> <p>Owners defined;</p> <p>Documents attached (forms and instructions);</p> <p>Connections between processes defined;</p> <p>Nice view - University logo and design.</p>	3	<p>Full hierarchical Metrix model - ready for data input:</p> <p>Objectives defined;</p> <p>Ownership defined;</p> <p>Indicators defined;</p> <p>Calculation formulas designed;</p> <p>Target, alarm values defined;</p> <p>Dashboard designed;</p> <p>Opportunity to drill down and analyze designed.</p>

NO.	CONTINUOUS IMPROVEMENT - QMS MODELLING STAGE	1.1 Policy for quality assurance STANDARD		1.2. Design and approval of programs STANDARD		1.3. Student-centred learning, teaching and assessment STANDARD		1.4. Student admission, progression, recognition and certification STANDARD		1.5 Teaching staff STANDARD		1.6 Learning resources and student support STANDARD		1.7 Information management STANDARD		1.8 Public information STANDARD		1.9. On-going monitoring and periodic review of programmes STANDARD		1.10 Cyclical external quality assurance STANDARD		1.11 QMC activity management processes	
		PD	M	PD	M	PD	M	PD	M	PD	M	PD	M	PD	M	PD	M	PD	M	PD	M	PD	M
1	Baku Business University	1	2	3	2	3	2	3	2	3	2	3	2					3	2			1	2
2	Azerbaijan Technical University	3	2	3	2	3	2	3	2	2	2							3	2			2	2
3	Nakhchivan University	2	2	2	2	2	2	3	2	3	2							2	2			3	2
4	Sumgayit University	1	2	3	2	2	2	2	2	1	2							1	2			1	2
5	Azerbaijan Tourism and Management University	1	2	3	2	1	2	1	2	1	2							1	2			2	2
6	Azerbaijan University of Architecture and Construction (Technical University)	2	2	3	2	2	2	2	2	2	2							2	2			2	2
7	Azerbaijan (State) Pedagogical University	1	2	2	2	2	2	2	2	2	2							2	2			2	2
8	Azerbaijan Cooperation University	2	2	2	2	3	2	2	2	3	2							3	2			2	2
9	University of Odlar Yurdu	2	2	2	2	2	2	3	2	1	2							2	2			1	2
10	Mingacevir State university	1	2	3	2	3	2	3	2	3	2							3	2			3	2
11	Ganja State University	1	1	2	1	1	1	2	1	1	1							2	1			2	1