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QUALITY ASSURANCE SYSTEM

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- Some reflections about quality
- A general view of a quality system



QUALITY ASSURANCE SYSTEM

SOME REFLECTIONS ABOUT QUALITY

Quality as a heavy burden
VS
quality as a responsibility?

A general view of a quality system

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QUALITY ASSURANCE SYSTEM

A GENERAL VIEW OF A QUALITY SYSTEM

1. The elaboration of **the degree design**
2. The description of **the processes**
3. The **monitoring system**

A GENERAL VIEW OF A QUALITY SYSTEM.

1. The elaboration of the degree design

- Necessity of consensus
- Determine the level of quality to offer
 - Attract target audiences
 - Create expectations
- An honest estimation and a social responsibility exercise

A GENERAL VIEW OF A QUALITY SYSTEM.

2. The description of the processes

- Identify different processes: Teaching, End of Degree Project, Internships, Mobility, Communication...
Satisfaction of the Stakeholders
- Choosing **success indicators** of the processes
- Establish **reference values**: number of students, rates...

The computer tool to manage the processes

A GENERAL VIEW OF A QUALITY SYSTEM.

3. The monitoring of the degree

- THE QUALITY COMMITTEE
 - Who forms it
 - What topics does it deal with?

A GENERAL VIEW OF A QUALITY SYSTEM.

3. The monitoring of the degree: the QUALITY COMMITTEE

Who forms it?

- The employers,
- The current students, to communicate their experience
- The already graduates, with their greater critical perspective
- The person in charge of the degree
- The quality responsible of the centre
- And, of course, teachers, administrative staff and any other agent who can contribute to the evaluation.

A GENERAL VIEW OF A QUALITY SYSTEM.

3. The monitoring of the degree: the QUALITY COMMITTEE

What topics does it deal with?

I. THE EVALUATION OF THE TITLE: how it went in the course under analysis.

II. STRENGTHS, WEAKNESSES AND ACTIONS TO IMPROVE THE DEGREE

III. MODIFICATIONS MADE TO THE INITIAL DESIGN OF THE TITLE

A GENERAL VIEW OF A QUALITY SYSTEM.

3. The monitoring of the degree: the QUALITY COMMITTEE

What topics does it deal with?

I. THE EVALUATION OF THE TITLE

The management of the degree

 Organisation and development

 Information and transparency

 Quality management system

The resources

 Academic staff

 Support staff, material resources and services

The results

 Learning results

 Satisfaction indicators

A GENERAL VIEW OF A QUALITY SYSTEM.

3. The monitoring of the degree: the QUALITY COMMITTEE

What topics does it deal with?

I. THE EVALUATION OF THE TITLE

The management of the degree

Organisation and development:

- About the graduation profile
- About teaching coordination
- About the lecturers

A GENERAL VIEW OF A QUALITY SYSTEM.

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