



Quality management systems in technical university

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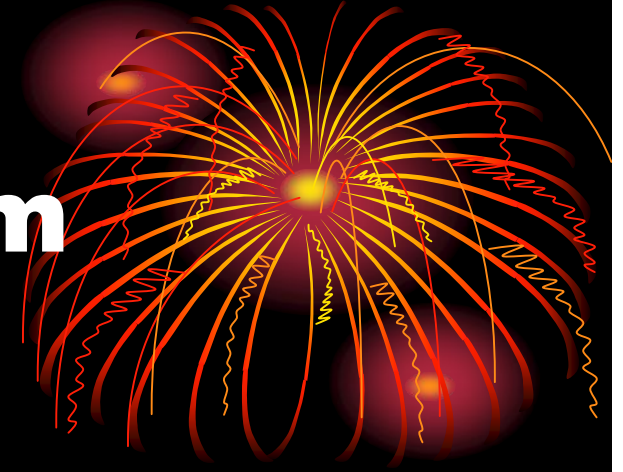
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Basic stages of management system creation

- **Motivational seminar**
- **Initial analysis**
- **Team creation**
- **Concept development**
- **Top management training**
- **Management representative training**
- **Quality board creation**
- **Development of the university's mission**

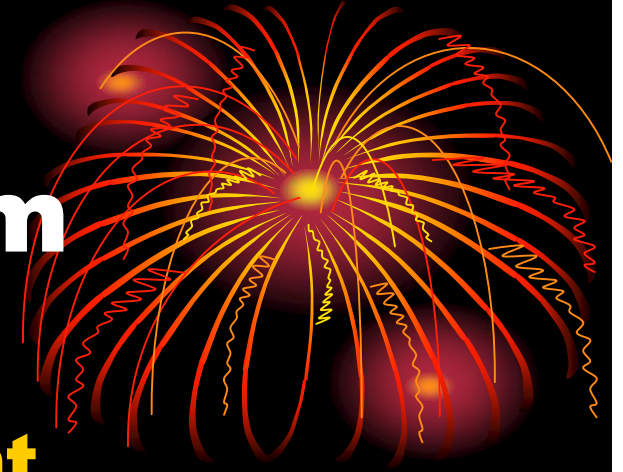


Basic stages of management system creation



- **SWOT analysis**
- **University's doctrine development**
- **Objectives creation**
- **Strategy development**
- **Strategy realization methods development**
- **Tools development**
- **Forming of planned schedule**
- **Forming of plan realization indicators**

Basic stages of management system creation



- **Quality policy development**
- **Main business processes detection**
- **Formalized description of business-processes**
- **Detection of the process owners**
- **Writing the chapters of basic quality manual for the university**
- **Writing the documented procedure that provides process coordination**

Quality management system documentation creation



- **Work instruction development**
- **Forms and cards development**
- **Forming of requirements to workplace documents of the dean, head of department, professor, assistant professor**
- **Forming of requirements to documentation of support personnel workplaces**
- **Presentation of the first variant of documentation to university's academic council**
- **Publishing of some documents in university's newspaper for discussing**

Quality management system installation



- **Discuss, approve and publish of Quality policy and Quality doctrine**
- **Publishing of information example of Quality manual**
- **Development of efficiency criteria of quality management system**
- **Internal auditors training**
- **Organization of the system of continuous improvement of qualification for all university's staff in the field of university's quality**

Quality management system installation



- **Realization of self-evaluation of quality management system in main divisions**
- **Development of reports on every self-evaluation**
- **Correcting of management system under results of self-evaluation**
- **Workplaces attestation**
- **Internal audits**

Quality management analysis and improvement



- **Making plans of the corrective actions**
- **Management review development**
- **Quality system documents and objectives correcting**
- **Approval of final documentation on management system, placing on web site**
- **Creation of University management guide that includes current documents and university's standards, providing effective realization of business processes**
- **Creation of system of continuous improvement of personnel qualification in quality management field, including distant improvement**

Quality management analysis and improvement



- **Creation of system of two-sided references between Quality manual and University management guide**
- **Publishing of advertisement guide on quality management**
- **Publishing of informational guide on quality for the first year students**
- **Establishment of section *Quality management* into *Introduction to specialty***
- **Creation of informational sphere for development of quality management system of education services**

Management system verification



- **Internal monitoring of quality management system**
- **Detection of the satisfaction level of university's clients – students**
- **Detection of the satisfaction level among graduates**
- **Detection of the level of internal academic mobility of the students**
- **Detection of the satisfaction level of university's staff**

Management system validation



- **External monitoring of the management system**
- **Detection of the level of external academic mobility of the students**
- **Detection of the satisfaction level of graduates' consumers: economic sector, research institutes, other universities, public institutions, funds, society**
- **International accreditation of educational programs**
- **International certification of quality management system of specialists training**

Continuous improvement of management system



- **Development of the program of continuous improvement of management system**
- **Using the system of balanced indexes**
- **Benchmarking technology using**
- **TQM principles using**
- **TQM tools and methods implementation**
- **Creation of the integrated management system**