



Assumption University

Preparation of Internal Audit and Assessment 2001

Graduate School

September 20, 2002



Quality assurance is defined as :

“ All those planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy the given requirement for quality.”

**B.G. Dale, 1994nd 2 ed.
P. 333**

- This means good management**



A quality system is defined as :

“ The organizational structure, responsibilities, procedures, processes and resources for implementing quality management.”

B. S. 4778, p. 334



Structure

- QT 4: University
- QT 3: Academic Affairs
- QT 2: Faculty
- QT 1: Department



Process

- **Create an awareness**
- **Try to understand the technology together**
- **Provide with the “how” of things**
- **Give support and encouragement**



AuQS 2000

❖ Concept

- Contexts
- Inputs
- Processes
- Outputs
- Outcomes



Quality Cycle

- Plan
- Do
- Check
- Action



Key Performance Indicators (KPIs)

- **Model 1:** For 10 Undergraduate Schools...9 KPIs
- **Model 2:** For Graduate School...5 KPIs
- **Model 3:** For Supporting Units...4 KPIs



SAR

- Individual SAR
- Department SAR
- Faculty SAR
- University SAR



Strategies

- Top management involvement
- Self management of each team
 - time
 - pace
 - methodology
- Consultation
- Concentrate on the KPIs that are critical to quality.



Strategies (cont'd)

- **Provide information**
 - internet
 - Notice Board
 - Regular IQA
- **Reduce the burden of paper work**
- **Create quality network**
- **Integrate different aspects of university life into one.**



Two Approaches to Quality Improvement

1. Top-down approach
2. Bottom-up approach



Observation

- The best quality assurance process in the world do not guarantee good outcomes.
- Two main purposes of QA:
 - Accountability
 - Improvement / Enhancement
- The quality audit and assessment exercises must be able to influence institutional practices.
- The “Quality Report” would be the sum total of quality documentation produced by the institution on an annual basis.



**Chances to success is to take all the steps
necessary**



Will you stare up the steps or step up the stairs ?