

Assumption University

External Quality Assessment (EQA) Epilogue



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



- Contexts
- Inputs
- Processes
- Outputs
- Outcomes



Quality Cycle

• Plan

• **D**0

- 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 <u>critical to quality</u>.



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



Future Plan

- 1. Set a new pace for IQA, to avoid QA fatigue
- 2. For IQA, emphasize on particular KPIs
- **3.** Shift emphasis to the outcomes
 - The question to ask is: What are students' learning and what will they be able to do when they graduate from the university?
- 4. Establish and ensure a process of IQM (internal quality monitoring).



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.



Shifts in QA Practice

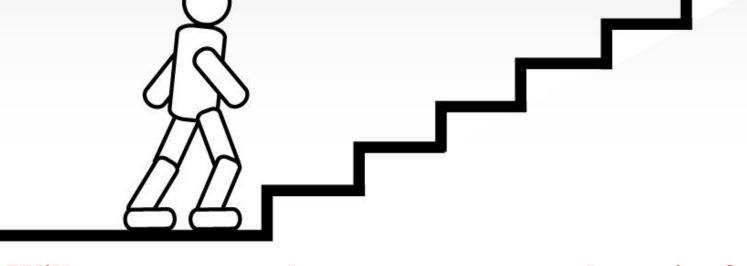
Simplifying

Focusing

• Discipline peer review



Chances to success is to take all the steps necessary



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