Quality Improvement

A key role of the quality management framework is to enable and support a process of continuous quality improvement. Effective improvement requires timely and objective information about actual and potential quality failures and their causes, and results in decisive action to prevent their occurrence or recurrence. There are many possible mechanisms for quality improvement and each department will need to develop approaches best suited to its own circumstances. Regular review processes are proposed, supported by rapid- response mechanisms to resolve any shortcomings as they arise. Efforts should be done to ensure that all staff are aware of the constant need for individual and collective efforts towards critical self-assessment and improvement of the quality of education.
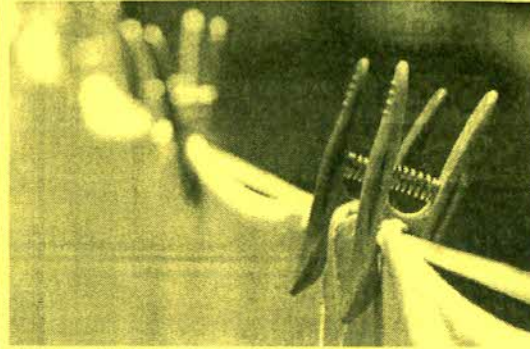

غسيل جارتنا ليس نظيفاً

Error!

انتقل رجل مع زوجته إلى منزل جديد وفي صبيحة اليوم الأول وبينما يتناولان وجبة الافطار قالت الزوجة مشيرة من خلف زجاج النافذة المطلة على الحديقة المشتركة بينهما وبين جيرانهما:

انظري يا عزيزي ..
إن غسيل جارتنا ليس نظيفا..
لابد أنها تشتري مسحوقا رخيصاً
ودأبت الزوجة على إلقاء نفس التعليق في كل مرة ترى جارتها تنشر الغسيل..
وبعد شهر اندهشت الزوجة عندما رأت أن الغسيل نظيفاً على حبال جارتها
فقالت الزوجه:
-انظر..
لقد تعلمت أخيراً كيف تغسل.
-فأجاب الزوج عزيزتي..
لقد نهضتُ مبكراً هذا الصباح ونظفتُ زجاج النافذة التي تنظرين منها..

قد تكون أخطاؤك هي التي تريك أعمال الناس خطأ فأصلح عيوبك قبل أن تنتقد عيوب الآخرين .

مع خالص تحيات مركز ضمان الجودة بجامعة اسيوط

CQAQA

مركز ضمان الجودة والتأهيل للاعتماد

مركز ضمان الجودة والتأهيل للاعتماد

٢٠١٤

نشرة رقم (٤)

عنوان المركز :
المبنى الإدارى بجامعة أسيوط
جناح (د) الدور الثانى
غرف (١٥ ، ١٦ ، ١٨)
أسيوط – ٧١٥١٥ – ج.م.ع
تليفون وفاكس: ٢٣٧١٤٦٢ / ٠٨٨
تليفون : ٢٣٥٤٤٥٣ / ٠٨٨
داخلى (٣٢١٦ ، ٣٢١٨)
E.mail: auqaac2013@yahoo.com
Web Site: www.aun.edu.eg/evaluation/index.

Framework for the Management of Quality and Standards

A quality management framework is the means by which a department satisfies itself that the quality of education it provides is being maintained and improved, and appropriate academic standards are achieved. The framework must be designed to meet the challenges posed by external inspection such as quality assessment , academic audit and professional accreditation as it provides evidence to demonstrate that the expectations of the university and relevant external bodies in respect of quality and standards are being met.

Elements of quality management framework

Policy and Objectives

Agreed statement should be outlined articulating the values, policy and objectives of the department concerning the maintenance and improvement of the quality of education and research training that it provides. Policies and objectives should be relevant to the stated policy of the university and consonant with the strategy, circumstances and environment of the department. It is expected that the policy and objectives will be made available to all staff and students.

An effective quality management framework supports the individual and department in discharging their responsibilities and planning for improvement.

To achieve this it is necessary to define clearly the responsibility, authority, and interrelation of all staff who undertake work affecting the quality of education and of committees which oversees quality.

There are many ways of coordinating the development and maintenance of a quality system, for example the identification of a member of staff with specific responsibility and authority, or the sharing of responsibility between members of a group of quality committee.

Quality Assurance System and Documentation

Quality management must incorporate specific operational elements of quality assurance and control. The quality system exists in the context of the policy and structures of the quality framework, and operates to control quality and standards throughout the educational process and to support staff in achieving the department's quality policy and objectives.

The assembly and documentation of the quality system by means of a Quality Manual is an important part of consolidating and clarifying the quality management framework. The manual should describe the boarder content including policy, objectives, organization, quality improvement, integration and academic standards.