

Building a Quality Management System for a University

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Formulating a Quality Management System is a challenge for many universities. It differs from being a small or a big institution. In addition, developing the system should be gradual and systematic. The main focus should be always on qualified graduates and economic development through research and community engagement. Cultural acceptance and vision driven management with building values are essential in the development of the quality system. Governance including structure and policies are essential to maintain the commitment and sustainable performance of the system. Celebrating value added processes keeps people focus on quality rather than documentation. This workshop would consider the following objectives:

1. Comprehend the framework for University-Wide -Outcome -Based - Assessment and continuous improvement
 - a. Have the knowledge of components of an assessment framework
 - b. Be able to construct Program Educational Objectives (PEOs)
 - c. Be able to construct University Intended Learning Outcomes (UILOs) / Graduate Attributes
 - d. Be able to construct Program Intended Learning Outcomes (PILOs)
 - e. Be able to construct Course Intended Learning Outcomes (CILOs)
2. Align Teaching and Learning Activities(TLAs), and Assessment with Intended Learning Outcomes(CILOs) Design an Assessment Plan by

- a. Developing Program and Course Specifications
 - b. Selecting Appropriate Assessment Methods and Criteria for Achievement of Course Intended Learning Outcomes
 - c. Assess Program Intended Learning Outcomes (PILOs)
 - d. Prepare a Course Portfolio and the arrangements to manage the review of the Course Portfolio
3. Develop a university-wide framework of assessment and management
- a. *define the roles and responsibilities of the concerns*
 - b. *structure the organization for quality review, assurance, control and enhancement*
 - c. *formulate Policies, Procedures and Processes for quality review, assurance, control and enhancements*
 - d. *lead Change Management at the organization for quality upgrade*
 - e. *know the Tools to maintain quality assurance, control, and enhancement*
 - f. *identify the Resources and Training needed to maintain the level of quality*