

**DEMOCRITUS UNIVERSITY OF THRACE**  
**QUALITY ASSURANCE UNIT**



**IQAS PROCEDURE**  
**D.1.1 PLANNING, APPROVAL, REVIEW AND  
EVALUATION OF THE QUALITY POLICY**



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## **1 PURPOSE**

This Procedure defines how the Quality Policy of DUTH is planned, approved, implemented, monitored and reviewed.

## **2 Implementation Steps**

### **2.1 General**

DUTH's Quality Policy expresses the Institution's Strategic Goal for Quality Assurance in accordance with its Vision and Mission. The Institution's Quality Policy constitutes the commitment of the University to continuous and systematic assurance, improvement and enhancement of the quality of its work in education, research and other services, recognizing that the primary responsibility for quality assurance is borne by the Institution itself.

This policy mainly supports:

- the organisation of the Internal Quality Assurance System
- the assumption of responsibilities by the Institution's leadership, academic, research and other operational units, staff members and students as well, as their respective roles with regard to quality assurance.
- the safeguarding of academic principles and ethics, the prevention of discrimination and the encouragement of external stakeholders' participation in quality assurance
- the continuous improvement of learning, teaching, research and innovation
- the quality assurance of study programmes and their compliance with the specific standards of HAHE
- the effective organisation of services and the development and maintenance of the institution's infrastructure
- the allocation and effective management of the resources necessary for the operation of the Institution
- the development and the optimal allocation of the Institution's human resources

### **2.2 Quality Policy Drafting**

RESPONSIBLE: QAU, Senate

RECORDS:

DESCRIPTION:

The Quality Policy is drafted by the QAU, based on the Institution's Strategic Plan.

When drafting it, QAU also considers:

- the Institution's vision
- the Institution's mission
- HAHE guidelines
- legislation and international quality assurance bodies guidelines – standards
- proposals by academic and operational units of the Institution, as well as those of external stakeholders.

### **2.3 Quality Policy Approval**

RESPONSIBLE: QAU, Senate

RECORDS:

DESCRIPTION:

Upon finalisation of the Quality Policy, the QAU recommends its approval by the Senate.

The Senate, after examining the completeness of the Quality Policy against the above criteria, approves it and its implementation becomes mandatory for all DUTH's academic, research and other services.

### **2.4 Quality Policy Implementation and Monitoring**

RESPONSIBLE: QAU, all academic, research and other services

RECORDS:

DESCRIPTION:

**AUDITED DOCUMENT**

Once approved, the Quality Policy is communicated to all interested parties (academic and research staff, administrative and technical personnel, students, etc.). Communication takes place by posting on:

- the Institution's website
- Departmental notice boards,
- study guides
- IQAS manual
- third parties' reception areas and conference spaces

Quality Policy implementation monitoring and evaluation is carried out annually during internal evaluations conducted by the QAU as well as during HAHE's evaluations.

## **2.5 Quality Policy Review**

RESPONSIBLE: QAU

RECORDS:

DESCRIPTION:

DUTH's Quality Policy review may arise out of:

- Improvement proposals stemming from the internal and/or external IQAS evaluation
- Revision of DUTH's strategy.
- Changes in the legal framework in force.
- Adaptation based on HAHE's updated guidelines and decisions.
- Academic, social and industry stakeholders' feedback.

In each of the cases above, the Institution's QAU drafts a relevant recommendation to the Institution's Management, proposing the review of its Quality Policy.

The procedure followed regarding Quality Policy review, in its administrative part, is the same as described above in 2.2 (Quality Policy drafting) and 2.3 (Quality Policy Approval).

### 3 SCHEDULE

DUTH's Quality Policy is planned once and approved. It is reviewed and evaluated internally in accordance with the present procedure.

### 4 RELATED DOCUMENTS

- DUTH's Strategy
- IQAS Internal/External Evaluation Report
- HAHE's standards and guidelines regarding quality assurance
- HEI regulatory framework

### 5 RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
-----	Quality Policy	✓	In perpetuity	QAU
_____	Correspondence with the Senate, stakeholders etc.	✓	In perpetuity	QAU

### 6 RESPONSIBILITIES

6.1 QAU is responsible for drafting and reviewing the present procedure.

### 7 DEFINITIONS

7.1 The steps above also apply in other instances where the issuance of a quality policy is required, such as:

- a. Accreditation of 1st, 2nd and 3rd Cycle Study Programmes
- b. Accreditation of administrative and other services

with the distinction that responsibility for the drafting, approval, and review of the Quality Policy is assigned, respectively, to the Chair of the academic department and the Head of the service.

7.2 The QAU retains the responsibility for evaluating the degree of implementation of the above requirements in academic departments and services.

## **8 WORK INSTRUCTIONS**

9 FLOWCHART

