

DEMOCRITUS UNIVERSITY OF THRACE  
QUALITY ASSURANCE UNIT



IQAS PROCEDURE  
D-4.2 MANAGEMENT REVIEW



TABLE OF CONTENTS

1	PURPOSE.....	3
2	IMPLEMENTATION STEPS.....	3
3	SCHEDULE .....	5
4	RELATED DOCUMENTS.....	5
5	DOCUMENTATION - RECORDS.....	5
6	RESPONSIBILITIES .....	5
7	DEFINITIONS.....	5
8	WORK INSTRUCTIONS.....	5
9	FLOWCHART.....	6

## **1 PURPOSE**

The purpose of the procedure is to describe the manner in which the Review of the Internal Quality Assurance System is conducted and the overall suitability, adequacy, and effectiveness of the System are examined.

## **2 IMPLEMENTATION STEPS**

### **2.1 Preparation of the agenda topics for the QAU-DUTH review meeting with the participation of the Rector and the Vice-Rectors**

RESPONSIBLE: QAU-DUTH

RECORDS: E.4.2-01

DESCRIPTION:

QAU-DUTH prepares the topics to be discussed at the review meeting and notifies the participants accordingly via email.

Topics include the following:

- Evaluations' results (Internal and External).
- Implementation of decisions and actions from previous review meetings.
- The course of the Internal Quality Assurance System, as assessed by the values of quality indicators and the achievement of goals.
- The need to monitor new indicators and the redefinition of quality goals.
- Complaints and stakeholder satisfaction level.
- The progress of the implementation of corrective actions that arose during the year.
- The effectiveness and efficiency of IQAS Procedures and Processes, as well as the need to develop new ones.
- The compliance of the services provided with the Institution's Strategy and the shortcomings that occurred.
- The articulation of changes that may potentially affect the Internal Quality Assurance System.
- Improvement proposals by stakeholders.
- The suitability of the Quality Policy and the potential need for its revision.
- The review of the previous year's training programme and the evaluation of its effectiveness.
- The assessment of educational needs for the upcoming year.

- Legislative monitoring.

## **2.2 Review Meeting**

RESPONSIBLE: QAU-DUTH

RECORDS: E.4.2-01

DESCRIPTION:

The review meeting is convened at least once a year, upon recommendation of QAU-DUTH, and/or decision of the Institution's Management, as well as whenever else deemed appropriate.

Review Meeting participants:

- The Rector of the Institution
- The Vice-Rectors
- The Chair of QAU-DUTH
- The Head of the Quality Assurance Service
- QAU-DUTH Members
- The Executive Director

## **2.3 Conduct of Review – Decision making**

RESPONSIBLE: QAU-DUTH

RECORD: E.4.2-01

DESCRIPTION:

Minutes are maintained under the responsibility of the Quality Assurance Service, in which decisions and actions related to the topics referred to in the meeting agenda (2.1) are recorded, as well as any additional actions decided to be implemented in the current year.

## **2.4 Reporting to the Senate**

RESPONSIBLE: Management, QAU-DUTH

RECORDS:

DESCRIPTION:

**AUDITED DOCUMENT**

The Chair of QAU-DUTH reports to the Senate on the results and decisions of the annual IQAS review.

In the event that the decisions of the review affect the Institution's strategy and/or quality policy, the Senate, following a recommendation by QAU-DUTH, decides on the revision of the strategy and/or quality policy.

### 3 SCHEDULE

The IQAS Review Meeting is convened at least once per year. It may be convened ad hoc, whenever a need arises (e.g. significant change in the staffing or operation of the Institution, implementation of new legislation, etc.), in order to ensure the smooth operation of the Institution and the proper implementation of the IQAS.

### 4 RELATED DOCUMENTS

- Strategy and Quality Policy of the Institution
- Reports of internal (QAU-DUTH) & external (HAHE) evaluations

### 5 DOCUMENTATION - RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
E.4.2-01	IQAS Review Minutes	✓	indefinitely	QAU-DUTH
E.4.3-01	Corrective Action	✓	indefinitely	QAU-DUTH

### 6 RESPONSIBILITIES

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

### 7 DEFINITIONS

There are no definitions in the present procedure.

### 8 WORK INSTRUCTIONS

9 FLOWCHART

