

DEMOCRITUS UNIVERSITY OF THRACE
QUALITY ASSURANCE UNIT



IQAS PROCEDURE
D-9.1 STRUCTURE – ORGANISATION – OPERATION OF
IQAS



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1 PURPOSE

The purpose of the present procedure is to describe the structure and philosophy of the Institution's Internal Quality Assurance System (IQAS).

2 IMPLEMENTATION STEPS

2.1 Purpose and philosophy of the IQAS

RESPONSIBLE: QAU-DUTH

RECORDS

DESCRIPTION:

The Internal Quality Assurance System (IQAS) constitutes the organisational framework whose main goal is the continuous improvement of the quality of the Institution's educational and research work, as well as the effective operation and performance of its services, in accordance with international practices, especially those of the European Higher Education Area, and the guidelines of the Hellenic Authority for Higher Education (HAHE).

The Internal Quality Assurance System (IQAS) is compliant with the requirements of the standard for the IQAS Quality accreditation of the Hellenic Authority for Higher Education (HAHE), the specific accreditation standards for study programmes and the relevant legislation (Government Gazette 141A/21.07.2022).

The Internal Quality Assurance System (IQAS) is fully adapted to the needs of the Institution and the personnel's education - competency. Its philosophy is based on adequate planning and quality control, the prevention and elimination of quality problems, staff training and continuous improvement.

2.2 IQAS Management & Organisation

RESPONSIBLE: QAU-DUTH

RECORDS:

DESCRIPTION:

The Quality Assurance Unit (QAU) is an administrative structure of the Institution, and its level and administrative organization are defined in the Institution's Organizational Framework. It is operationally independent from other organizational units and is supervised by the Rector

or the competent Vice-Rector to whom the relevant responsibility has been delegated. Internally it is structured into:

a) Quality Assurance Committee

b) Quality Assurance Service.

QAU establishment and the responsibilities of its members are stipulated in the Institution's Internal Operating Regulations and the applicable legislation.

QAU is responsible for the supervision, monitoring and continuous improvement of the Institution's Internal Quality Assurance System. It is also responsible for the identification of deviations and for taking corrective actions. It informs the Senate on the IQAS progress and the need for improvements.

The duties and required qualifications for all employee positions are outlined in the Job Descriptions. Detailed information regarding all roles and responsibilities is described in the Procedures and Work Instructions of the Quality Assurance System.

2.3 IQAS Documentation

RESPONSIBLE: QAU-DUTH

RECORDS:

DESCRIPTION:

The Internal Quality Assurance System (IQAS) is fully documented, ensuring that all activities of the Institution related to the Scope of Application are described in writing.

IQAS documentation consists of the following levels:

1st level:

QUALITY MANUAL. It succinctly describes the operating principles of the IQAS, demonstrating that all the requirements of HAHE's standards are met. It includes the Quality Policy and the organisational structure. Furthermore, the Quality Manual describes the structure of the IQAS documentation and refers to the written Procedures and Job Descriptions.

2nd level:

JOB DESCRIPTIONS (JD's). They are set forth in the Institution's Operating Regulations and describe the main responsibilities and accountabilities of each position, as well as the required qualifications (knowledge, competencies, training and experience) that the position holder must possess.

3rd level:

PROCEDURES. The Procedures describe the what, how, who and when and are compliant with the Quality Policy and the standards' requirements, while referring to Work Instructions, international or national standard specifications, legislation, EU Directives and records, where necessary.

4th level:

WORK INSTRUCTIONS. They describe in detail small-scale activities that are critical for the operation of the IQAS. Work Instructions complement the Procedures and contain details on the proper execution of specific tasks, while referring to international or national standard specifications, legislation, EU Directives and records, where necessary.

5th level:

RECORDS. Records are standardised or non-standardised forms, maintained in print or electronically and completed by staff during the conduct of an activity. They constitute the main evidence that the IQAS is operating effectively while at the same time serving as a basis for the analysis of processes and the taking of corrective measures. Forms completed by third parties, e.g. suppliers, consultants, external auditors, etc., also fall under Records.

6th level:

LEGISLATION AND ANOTHER REGULATORY FRAMEWORK. Legislation and other regulatory provisions, related to the QAU's operation, constitute part of IQAS's documentation.

All QAU and Institution staff have access to and are aware of all documents pertaining to them and necessary for the execution of their duties, so as to ensure the proper implementation and maintenance of the system. Staff are obliged to implement what is outlined in the IQAS documentation.

Actions to be taken in cases where non-compliance with the IQAS documentation is identified are described in Procedure D.4.3: Corrective Actions.

2.4 Codification of IQAS documents

RESPONSIBLE: QAU-DUTH

RECORDS:

DESCRIPTION:

All IQAS documents bear a unique code so as to be identifiable. The codification is unique for each document and is assigned as follows:

- Processes: P-X, where X denotes the number of the process
- Procedures: D-X.Y, where X denotes the number of the process and Y the number of the procedure within the process
- Forms: E-X.Y-ZZ, where X and Y stand as above and ZZ is the sequential number of the form within the procedure.
- Work Instructions: E-X.Y-ZZ, where X and Y are as above and ZZ is the sequential number of the work instruction within the procedure.

Procedures and Work Instructions consist of at least the following chapters:

1. PURPOSE: briefly describes the purpose and subject matter of the Procedure / Work Instruction.
2. IMPLEMENTATION STEPS: describes, step by step, the successive stages of the process and the respective responsibilities and records resulting from the step's implementation.
3. SCHEDULE: sets out the timeframe for the implementation of the procedure.
4. RELATED DOCUMENTS: cites external to IQAS documents, which are collected while drafting the procedure.
5. DOCUMENTATION or RECORDS: lists, one by one, the relevant to the Procedure/Work Instruction documents, with the respective codes.
6. RESPONSIBILITIES: describes corresponding responsibilities that have not been described in METHOD.

AUDITED DOCUMENT

7. DEFINITIONS: cites definitions, interpretation of terms or abbreviations, clarifications on what is stated in the procedure.
8. WORK INSTRUCTIONS: list all the related Work Instructions to which the Procedure refers.
9. FLOWCHART: schematically represents the steps of the procedure.

2.5 IQAS documents format

RESPONSIBLE: QAU-DUTH

RECORDS:

DESCRIPTION:

All IQAS documents bear the Header and the Footer presented below:

Header

logo

<TITLE OF PROCEDURE>

Footer

CODE / REVISION NUMBER/ __.__.__ (DATE OF ISSUE)

Page ... / ...

DRAFTED BY: RESPONSIBLE

APPROVED BY: RESPONSIBLE

Specifically, Forms may, at the discretion of the Quality Manager, bear only the code, version number and date of issue in the footer. Responsibility for drafting and approving them lies with the individuals responsible for the corresponding Procedure or Work Instruction.

3 SCHEDULE

4 RELATED DOCUMENTS

5 DOCUMENTATION – RECORDS

6 RESPONSIBILITIES

6.1 QAU-DUTH bears the responsibility for the proper coding and presentations of the documents of the Internal Quality Assurance System.

6.2 QAU-DUTH has the responsibility for formulating and revising the current Procedure.

7 DEFINITIONS

8 WORK INSTRUCTIONS

9 FLOWCHART

