

## The Quality Assurance System of the University of Miskolc – the quality management operating model

The University operates a comprehensive quality management system to support the achievements of the objectives set out in the mission statement, as well as the quality policy, the annual quality development plan, the continuous improvement of teaching, research and service activities, and to ensure high quality performance and compliance with legal requirements.

The operational model of quality management is based on the EFQM (excellence) model of organisational self-assessment, complemented by a system of criteria and indicators to measure organisational performance (Balanced Scorecard system). The approach integrates support activities and risk management alongside the analysis of the academic line of core activities. The cyclical (Plan - Do - Check - Act) nature of the model ensures that results are fed back into the EFQM and indicator systems. In addition, the model includes the identification of internal and external stakeholders.

EFQM's enabling elements are leadership, people management, strategy, resources and partnerships, and processes, while its outcome elements are staff satisfaction, student satisfaction, social impact and organisational outcomes.

These elements are assessed during the organisational self-assessment. **Self-evaluation** is a comprehensive, systematic and periodic assessment of the organisation's activities and results in relation to the UNI-EFQM model. Normally, a comprehensive survey of the institution is carried out every four years - this year the data collection for the staff survey questionnaire took place in the months of May and June. During the summer, a social impact - partner satisfaction survey (labour market actors, employers, social, professional organisations, graduates) was carried out, as well as a survey of students' views on the educational infrastructure and student services.

There are areas of inquiry where opinions are more frequently sought, with a focus on student satisfaction:

- **student review of teaching work**, also known as course evaluation, is carried out every six months.
- annual surveys of training, services, student intentions (**incoming and outgoing motivation surveys; reviews of supporting areas; Graduate Career Tracking System surveys for active students**).

### The operational model of quality management

Design, operation, measurement, evaluation, review, satisfaction measurement, internal and external communication, knowledge management, training, risk management, corporate operations, mentoring, quality management services

