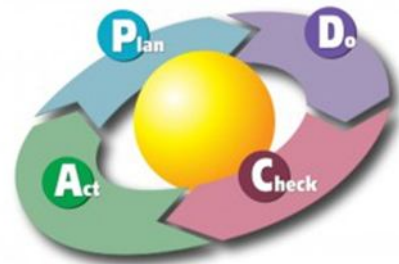


THE POLICY OF QUALITY MANAGEMENT

Certified by the
educational committee of
YSU Ijevan Department
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YSU Ijevan Department policy in the sphere of educational quality management

When defining the policy in the field of education quality, YSU Department of Ijevan is takes into account the Constitution of Armenia, the RA law “About Education” by its own regulations and those of YSU, as well as by the communiqués of Berlin and Bergen, addressed to the countries which are members of the declaration of Bologna where it is invoked to systemize the sphere of higher educational institutions in European countries.

This coincides with the main issue of RA educational policy: to provide high quality of knowledge, maintaining its correspondence to the current needs and demands of the individuals, society and republic.

The aim of YSU ID in the field of education quality is to provide the high compatibility of the university in the market of educational services, develop the resources of YSU ID in the fields of educational and scientific activities, with the help of highly-qualified specialists known for their professional knowledge, skills and civic principles and high moral qualities.

The policy of YSU ID in the field of quality provision is directed to the realization of its major goal via solving the following problems:

- To work out and set a quality management system which will provide the continuous development of the quality of educational activities,
- To provide conditions for the teaching and administrative staff in order to increase their professional skills and qualities,
- To provide admission regulation guides for the applicants,

- Review the needs of the students in order to provide qualified educational services and create effective educational atmosphere,
- Work out, realize and constantly improve mechanisms of student needs review,
- To continuously develop the methodological and technical support of the education process,
- To increase the sphere and amount of scientific and innovative activity of YSU ID, in order to improve the process of involving additional resources, staff development and practical skills promotion,
- To create a system of constant professional education for all the employees of the department in the quality development sphere. To develop the system of department management applying modern technologies,
- To develop the financial system of the university, as well as the social protection of employees and students.
- Review the policy of the department in the field of education quality, taking into consideration the revealed needs of the students and the corresponding solutions to those needs.

The realization of the goal implies:

- Students' satisfaction in education service quality.
- Development of applied sciences, creation of compatible technological and national crafts,
- Effectiveness of the development of the teaching staff,
- Creation of necessary conditions for applying the results of new educational technologies and scientific activity results,
- The promotion of overall and especially cultural development of the university, as well as its reputation in society.

Expressing its devotion to the principles of the university management, following the European standards and guidelines of quality provision (ESG) and also ISO 9000-2000 standards, the administration of the department realizes that the development, involvement and constant promotion of quality provision system are the primary problems of the university for the nearest future. That will provide the compatibility and sustainability of the university in the market of educational services, as well as scientific and innovative activity, the financial progress, and as a result, the confidence and satisfaction of the university staff, concerning the future.

The administration of the department is supposed to provide that all the employees are aware and accept this policy, as well as take part in its effective realization. The policy should be carried out in all the administrative degrees and subjected to analysis or review if necessary, and each employee of the university, in his/her turn is responsible for the quality of the work.

We realize that the welfare of the university and its staff depends on our work and the satisfaction of the customer.