

## QUALITY MANAGEMENT SYSTEM

### NJSC “Kazakh National Women's Teacher Training University”

The university quality management system has been developed, implemented and maintained since 2013 in accordance with the requirements of ISO 9001 international standard. The Certification Association «Russian Register» carried out the latest confirmation of the QMS certificate of conformity in 2020.

The quality management system of the NJSC «Kazakh National Women's Teacher Training University” is a management system for the university activities based on the process approach and philosophy of TQM (Total Quality Management) aimed at increasing of the effectiveness of planning, the efficiency of resource use and it creates a synergistic effect in achieving the strategic goals of the university. It is a systematic, integrated and organized style of work aimed at continually improving the quality of all activity areas.

«Universal» means the involvement of each university employee in the process of meeting the needs of consumers (students) and customers (parents, employers and other interested parties). At the same time, the top management of the university guarantees an appropriate level of quality in its activities.

The quality management system of KazNWTTU is integrated with other parts of the management system into a single system and it is a set of interrelated and interacting elements necessary for the implementation of a quality assurance policy, like organizational structure, processes, techniques, resources, and others.

The University QMS consists of two main quality management mechanisms:

1) Quality Assurance - maintaining a guaranteed level of quality of educational services.

2) Quality Improvements - further development and improvement of the quality of educational services.

The implementation of these mechanisms is carried out through monitoring and audit (control) of quality, as well as the development and implementation of new mechanisms for improving (developing) the quality of the educational process in accordance with the requirements of the 21<sup>st</sup> century.

The university system of internal quality assurance is based on international standards and guidelines to ensure the quality of higher and postgraduate education in the European Higher Education Area (ESG), which includes:

- 1) quality policy;
- 2) development and approval of programs;
- 3) student-oriented learning, teaching and assessment;
- 4) admission of students, performance, recognition and certification;
- 5) academic staff;
- 6) educational resources and student support system;
- 7) information management;
- 8) informing the public;
- 9) continuous monitoring and periodic evaluation of programs;
- 10) periodic external provision of quality .

The scope of the QMS covers the following processes:

- 1) Planning activities;
- 2) Resource management;
- 3) Life cycle;
- 4) Assessment of performance results;
- 5) Improvement.

For each process of the quality management system, a process manager and its owner are established. The process manager ensures its implementation, monitors its effectiveness and efficiency. The process owner formalizes the process in the form of a document (package of documents), establishes control scores, manages the process, is responsible for its status and compliance with requirements.

The infrastructure of the University QMS includes:

- 1) Department of audit and quality management;
- 2) The Committee for Quality Assurance, and in 6 divisions (2 Higher Schools and 4 Institutes) - the Commission for Quality Assurance.
- 3) A team of 38 certified internal quality auditors.

The quality management system of KazNWTTU serves as a powerful tool for optimizing university management in the context of the dynamism of the requirements of the economy and the preferences of society. This allows to improve the quality of university management at all levels, to form a well-organized and motivated team of like-minded people focused on achieving the strategic goals of the university development.