

# QMS – Audit 2018

## WHY AUDIT?

In order to meet the legal requirements stated in the Act on Quality Assurance in Higher Education (HS-QSG), the university's internal quality management system (QMS) is required to be evaluated and certified by means of a quality audit. Quite aside from the legal obligation, the audit is an opportunity for the University to further improve its quality management, internal organization and management processes.

## QUALITY MANAGEMENT SYSTEM

Autonomous universities are obligated to develop an internal quality management system – i.e. processes intended to assure the quality and assessment of their activities – and are free to develop their QMS in accordance with their individual profiles. The audit aims to strengthen the university's individual approach and to review it within the European guidelines and the legal framework of the HS-QSG.

For the purpose of certification, four standards are applied by the AQ Austria, the agency conducting the audit:

The university has defined qualification objectives and a quality strategy, that are systematically integrated in the institution's management tools.

The QMS supports the university in achieving its objectives.

Review procedures, monitoring and information systems are integral components of the QMS.

The QMS is based on the university's quality culture and provides for participation by various interest groups.

## KEY QUESTIONS

Which goals does the university aim to achieve? | **PLAN**

Which measures does the university take in order to achieve these goals? | **DO**

How does the university review and evaluate whether these goals are achieved? | **CHECK**

How/why are these goals adapted and improved? | **ADAPT**

## PEERS

The audit is a peer review procedure where external reviewers visit the university and hold interviews with its different stakeholders and interest groups (such as management, teachers, students and administrative staff) in order to assess whether an internal quality management system has been successfully established and to support the university in enhancing this system further.

For this purpose, the peers will make two site visits about two months apart.

## OUTCOME

After the site visits, the peers draw up a review report addressing the university's quality management system and whether the standards applied by the AQ Austria have been met. The University then has the opportunity to respond on this report. Based on the review report and the university's response, the Board of the AQ Austria decides on the certification of the university's quality management system.

Certification is limited to a period of seven years and can be granted with conditions if certain standards are not entirely met. Certification can be denied if one or more standards have not been met.

## FURTHER INFORMATION

The university's department for university development and quality management is happy to provide further information regarding the audit procedure:

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