

# Quality Management System in VET centres in the Basque Country

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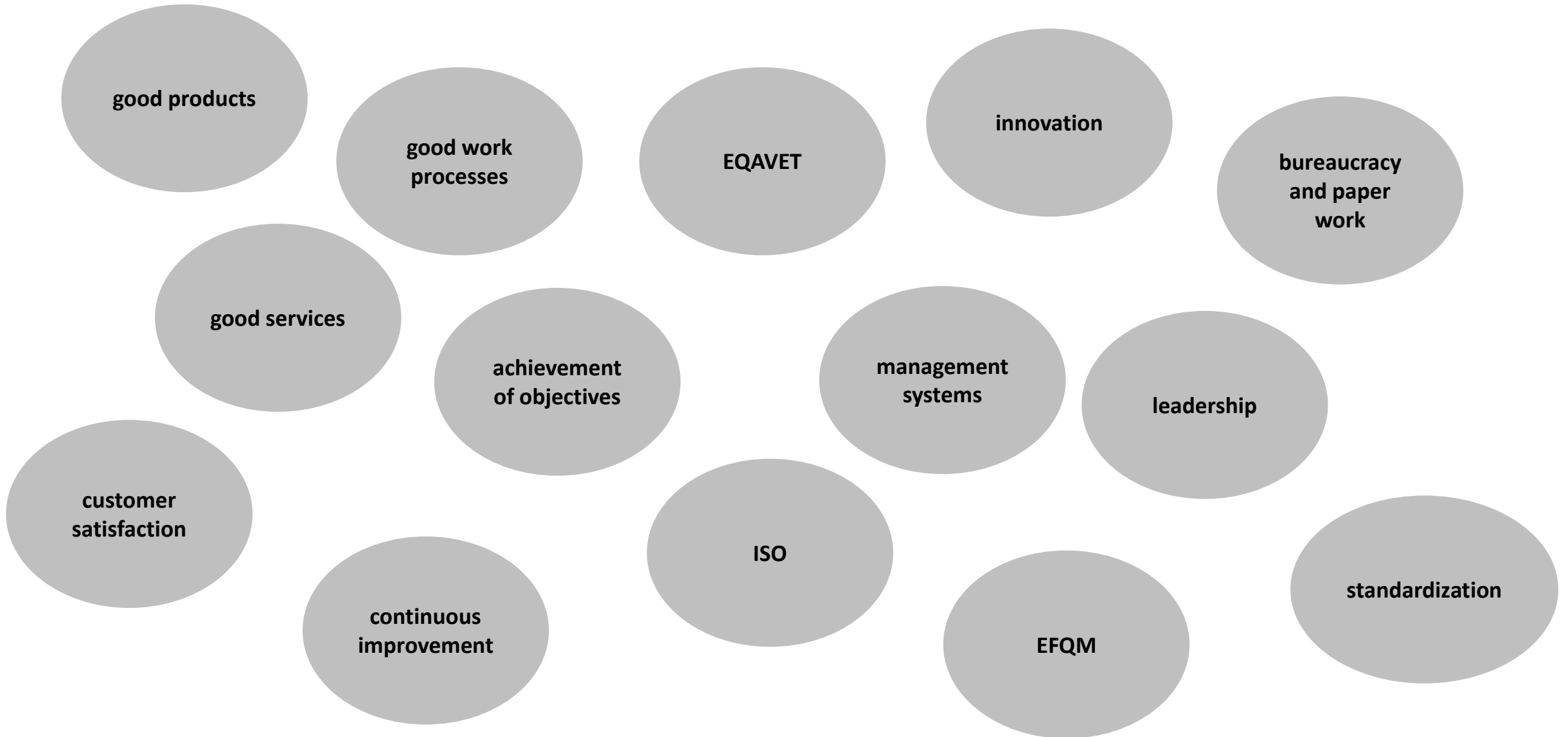
# Contents

## What is Quality?

1. Products and services
2. Processes
3. Improvement
4. Management



## What is QUALITY?



# Interpret QA in an Educative Environment!



# 1. Products and services

# What are our products and services?

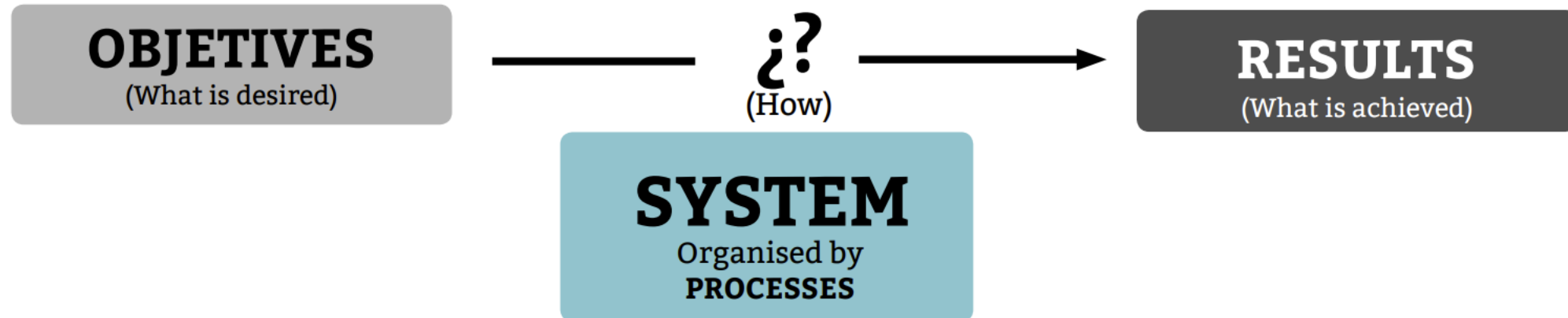


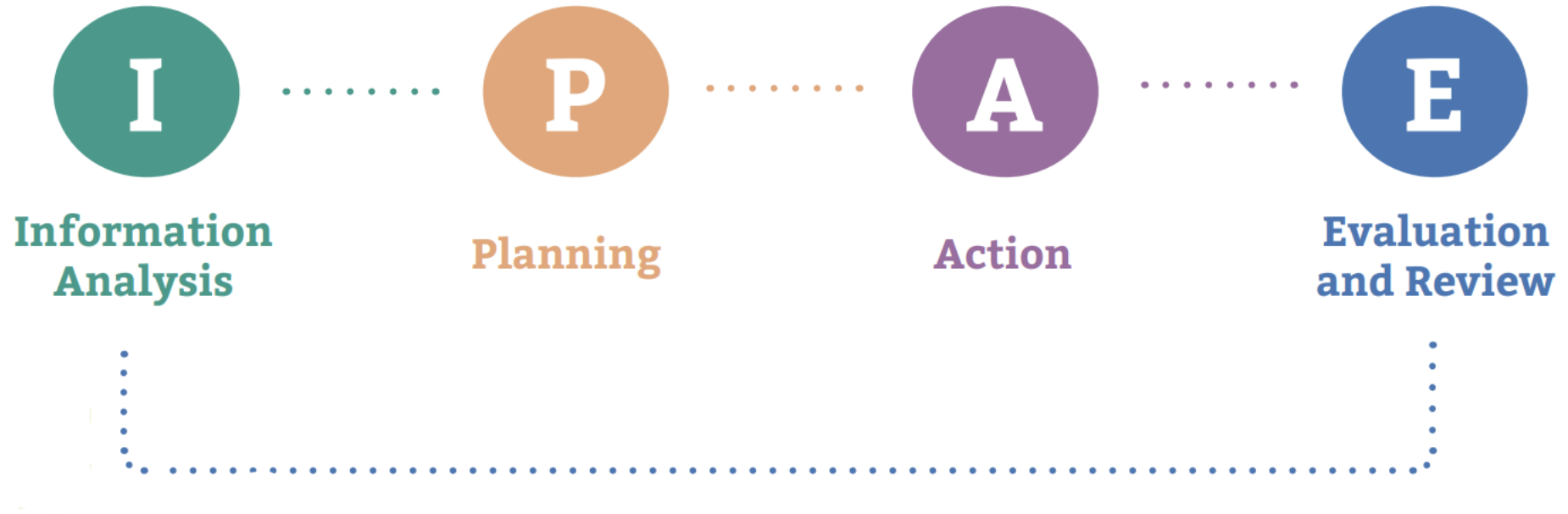
1. Identify the services (courses and others).
2. Establish the specifications, quality requirements and acceptance criteria for each service.
3. Assess whether the product has met the requirements.
4. Analyse the causes of deviations when the results have not been adequate
5. Design and implement actions to avoid deviations in the future.

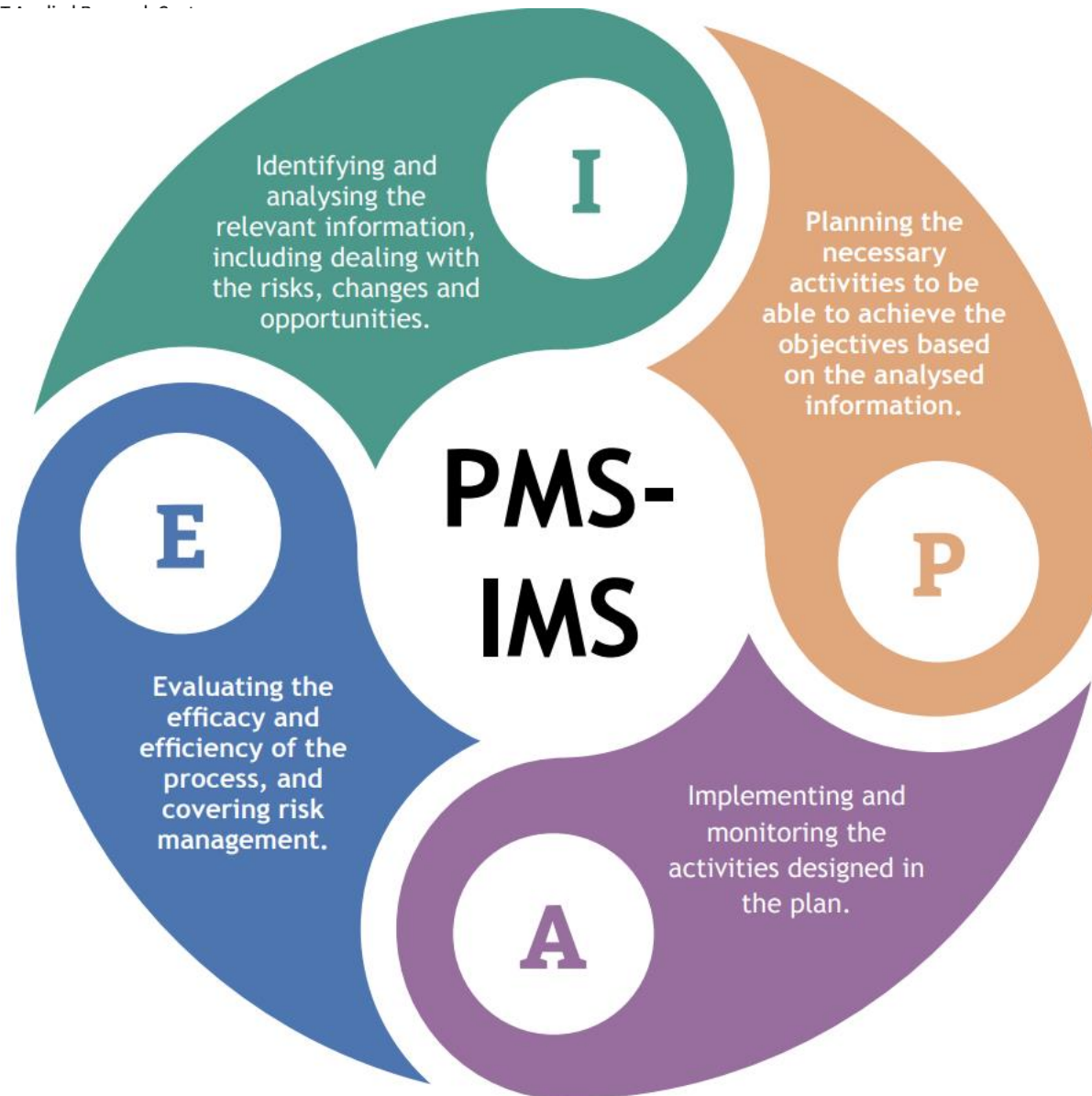
Quality Characteristic	Indicator	Acceptance criterion



## 2. Processes







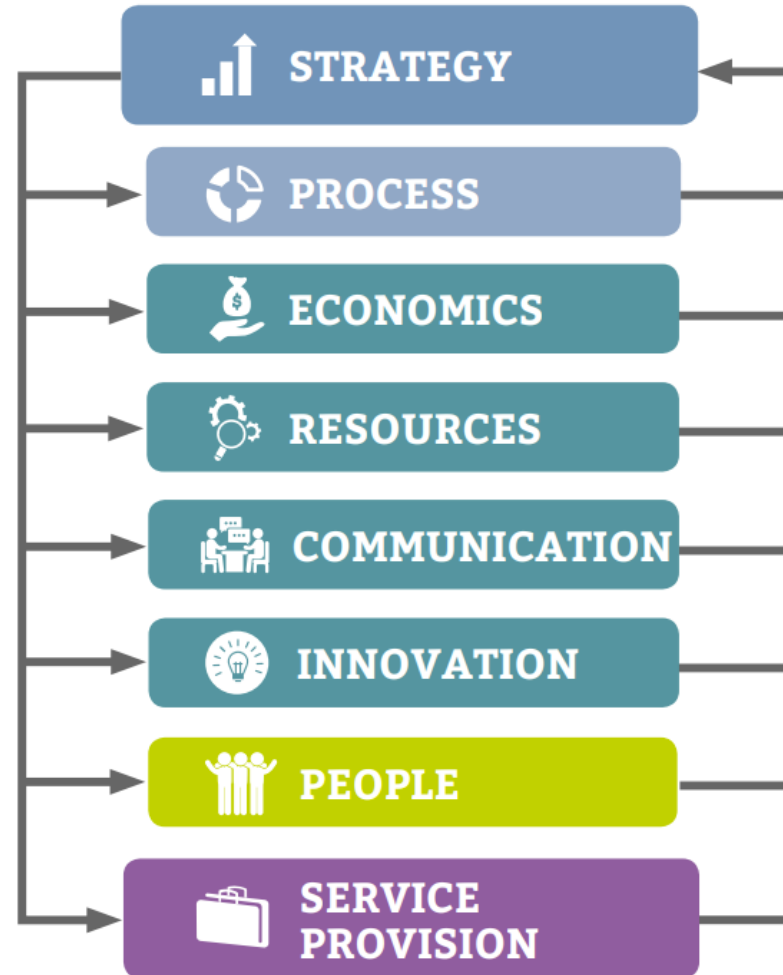
1. Identify the activities of the process
2. Establish the quality requirements of the process.
3. Assess whether the process has met the requirements.
4. Analyse the causes of deviations when the process has not performed adequately.
5. Design and implement actions to improve the process in the future.

Quality requirements of a process		
Quality feature	Indicator	Target value





# Variation?





## 3. Improvement



# Control points



# Management of non-conformities



# Good practices



## 4. Management

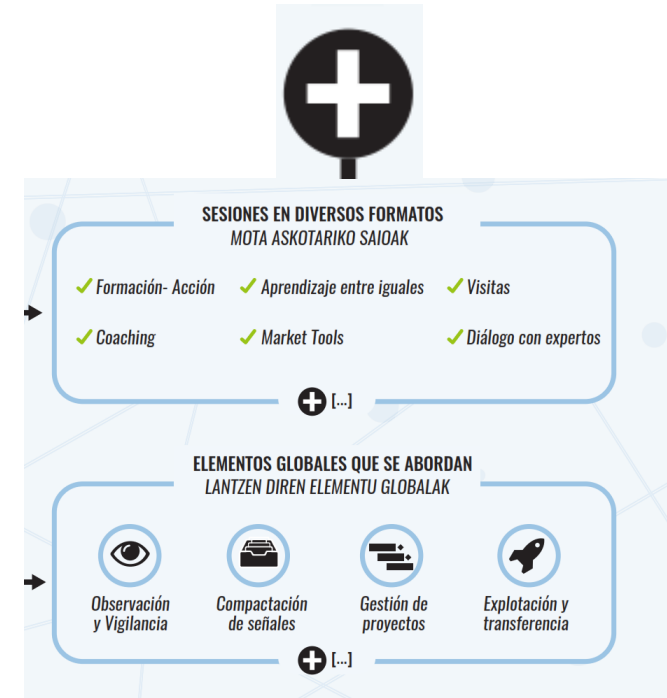
1. Quality Assurance
2. Strategy: continuous improvement and Innovation











## Lines of action

### INFORMATION & KNOWLEDGE MANAGEMENT

- BIG DATA VET
- COMPETITIVE INTELLIGENCE
- SHARED SURVEILLANCE
- PROSPECTIVE
- ORGANIZATION KNOWLEDGE
- ANTICIPATION

### INNOVATION MANAGEMENT

- INNOVATION ROUTINES
- ONGOING IMPROVEMENT
- RESULTS ASSESSMENT
- GUARANTEE

### CHANGE MANAGEMENT

- SMART ORGANISATION
- CHANGE STRATEGIES
- STRATEGIC FOCUS
- OPERATIONAL FOCUS.
- COLLABORATIVE TEAMS

### CONFIDENCE MANAGEMENT

- SHARED PROJECT
- SHARED SUCCESS
- SATISFACTION
- MOTIVATION
- ENGAGEMENT

## THANK YOU

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