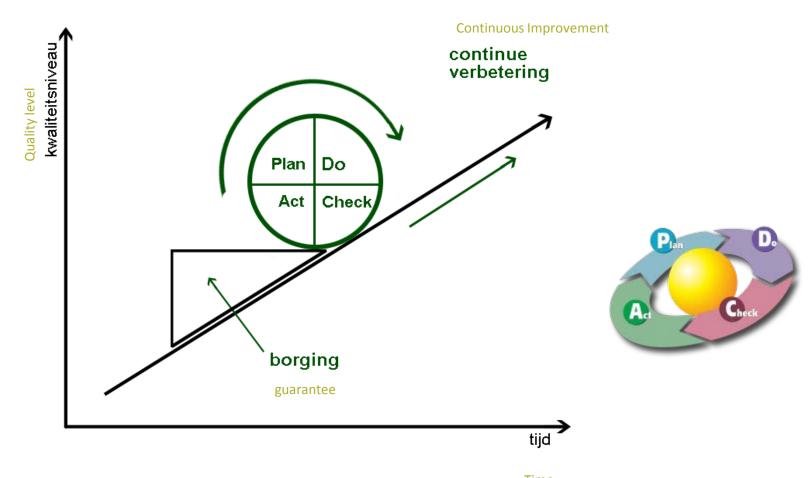
Internal Quality Management at KAHO Sint-Lieven

André Govaert Geert De Lepeleer





Quality Assurance





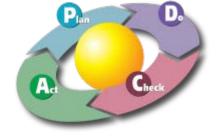


Plan: General level

- Policy HUB KaHo Sint-Lieven
- Strategic plan
- Policy objectives (2010-2015)
- Policy documents
- Policy plans departments and services (on annual basis)
- Action plans







Plan: Policy statement HUB KAHO Sint-Lieven

- In our organisation students are key players.
 We determine their talents and try to educate them into competent and engaged persons.
- With the focus on practical exercises, and science and research as a basis in our profiles.
- Dreaming, Thinking, Doing and Perseverance are our motifs.
- Our education is 'state of the art', publicly validated.
- We focus on personal guidance.
- Innovation and quality are our ambitions.
- Choosing for Europe and the whole world throughout our Flemish embedment.
- Diversity is our power.
- Starting from our Christian inspiration that inspires a broad and authentic engagement to society
- We have faith in each other and the future.





Plan: Policy objectives KAHO Sint-Lieven (2010-2015)

4 Policy objectives

- Attractive education
- Personal guidance
- Pioneer in research and development (R&D)
- Engagement, innovation, entrepreneurship

3 motifs

- Stimulating the development of talents
- Internationalization
- Cooperation

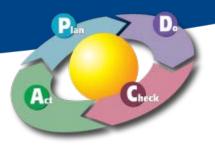


Plan: Departments and organisational units

- Departments
 - Policy documents
 - Policy plans
- Organisational units (study programmes, study groups, expertise-, knowledge-, educationalcentres)
 - Mission
 - Core processes
 - Strategic and operational plans
 - Action plans









Do

Education

Research

Social services









DO: To offer qualitative higher education

5 study fields:

- Industrial science and technology
- Teacher training
- Health care and nursing
- Business studies
- Biotechnology
- Postgraduate courses



DO: To offer qualitative higher education

Educational programmes:

- 18 professional bachelor programmes (180 ECTS credits)
- 4 academic bachelor programmes (180 ECTS credits)
- 7 master courses (60 ECTS credits)
- 1 bachelor after bachelor course (postgraduate)
- International master course Food Science, Technology and Nutrition (Erasmus Mundus)





Do: Co-responsibility basic facilities: infrastructure



Campus Dirk Martens Aalst



Campus Waas Sint-Niklaas



Technologiecampus Gent





Do: Infrastructure



















Do: Responsibilities

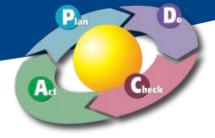
 The head of the study programmes are, in cooperation with all persons involved, responsible for the realisation of the quality assurance of the university college in their study programme (educational and quality board)

- Departments
- Other organisational units departments
- General services and services for the departments

(Responsibilities and qualifications are determined in the text 'Organisational structure of KAHO Sint-Lieven)







Check: follow-up

- Measurements and enquiries with feedback to the people involved.
- Self-evaluation
- Follow-up of policy- and action plans.
- Reports (f.e. annual report, self-evaluation report)
- Follow-up external reports (f.e. follow-up of the reports of the Visitation Commissions)

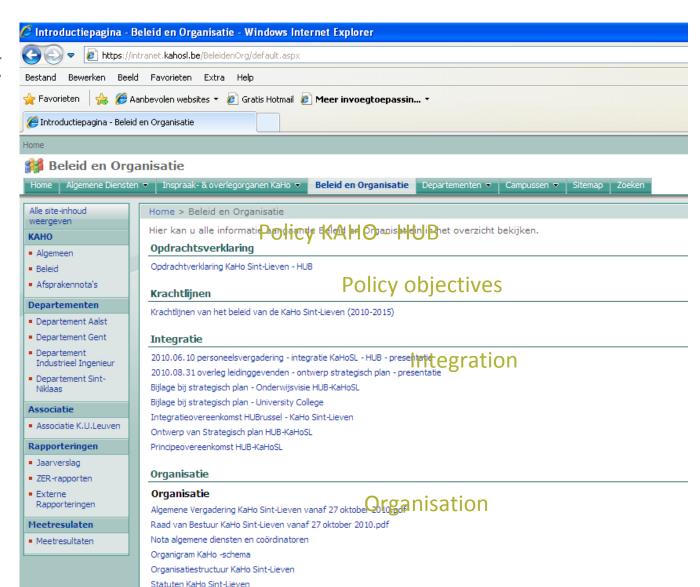






Act: data storage

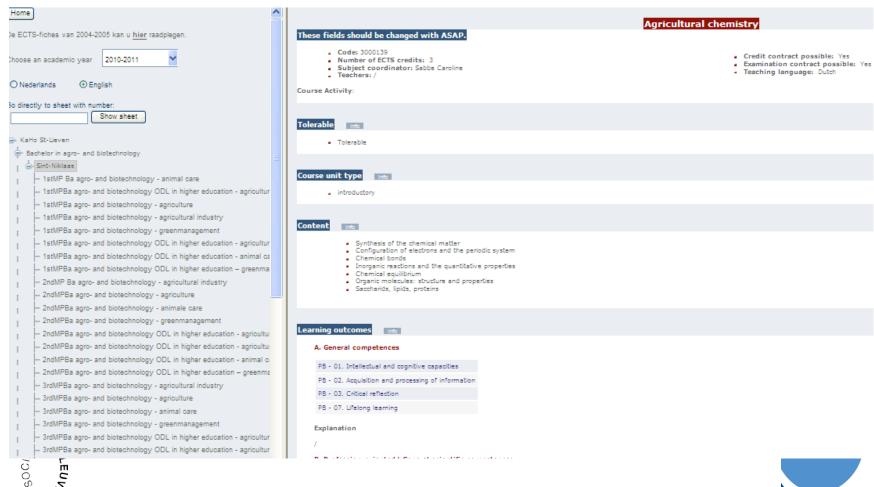
Intranet





Act: data storage

ECTS



Act: Continuous improvement

Innovation Thinking Dreaming Daring Perseverance Bron: http://www.horeca.org/smartsite.dws?id=36617 Doing

KAHO Sint-Lieven

Act: Boards

- Academical Board (AR)
- University college negotiation committee (HOC)
- General committee for prevention and protection at work (OCPBW)
- General student board ASR)
- Student forum
- Educational- and Quality board (OKR)
- Departmental Board (DR)
- Departmental negotiation committee (DOC)
- Departmental student board (DSR)
- Regional committee for prevention and protection at work (RCPBW)
- Educational Board(OR)
- Educational Advisory Board (OAR)
- Educational Student Board (OSR)
- Quality improvement teams (KVT's)
- Study groups



Act

- The Management Board and the Board of Governors stimulate and supervise the quality assurance.
 - This mainly by supporting, the followup and if necessary steering:
 - o the quality frameworks;
 - the organisation of self-evaluation, visitation and accreditation;
 - the support of the Quality Improvement Teams and study groups.

Quality culture

By improving the **quality culture** in KAHO Sint-Lieven we want to achieve the following:

- All staff members feel themselves responsible for the quality and the improvement of quality;
- Everybody is willing to continuously improve the quality;
- Quality issues are indicated and solved;
- Creating an open atmosphere and trust between staff members so they dare to recognise weaknesses;
- Problems are transferred to opportunities;
- Spontaneous initiatives are being encouraged;
- Managerial staff tries to coach and guide rather than planning and supervising.

