



**İZMİR UNIVERSITY OF ECONOMICS**  
"Comprehend with science, manage with knowledge"

- ✦ **Quality Assurance System PDCA Cycle**
- ✦ **Education PDCA Cycle**
- ✦ **Research & Development PDCA Cycle**
- ✦ **Social Contribution PDCA Cycle**

# QUALITY ASSURANCE SYSTEM PDCA

## Internal Stakeholders

Board of Trustees  
Rectorate  
Senate  
General Secretariat  
QDAD  
Academic Units

## Documents

- Mission-Vision
- Strategic Plan
- Quality Policy
- Management Policy
- Human Resources Policy

## Internal Stakeholders

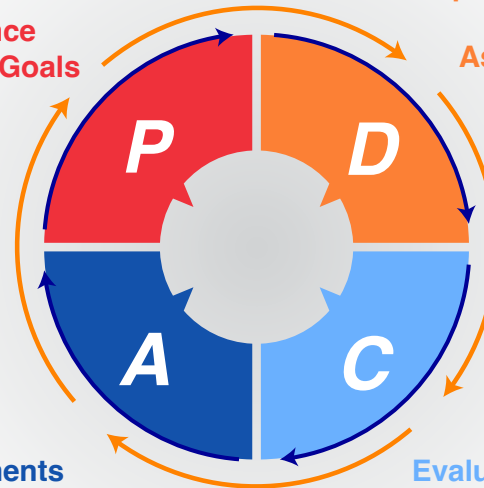
Rectorate  
Academic Units  
Administrative Units

## Documents

- Bylaws & Regulations
- Quality Manual
- Procedures
- Workflow Charts
- ISO 27001:2013 Information security Management System Certificate

Planning  
Quality  
Assurance  
System Goals

Implementing  
Quality  
Assurance  
System



Making  
improvements  
on Quality  
Assurance  
System

Monitoring &  
Evaluating Quality  
Assurance  
System  
Outcomes

## Methods

- Internal Stakeholders Feedbacks
- External Stakeholders Feedbacks

## Internal Stakeholders

Board of Trustees  
Rectorate  
Senate  
QDAD

## Internal Stakeholders

Rectorate  
QDAD  
Academic Unit Quality Commissions  
Academic Unit Managers

## External Stakeholders

EUA  
THEQC  
National & International Accreditation Institutions

# EDUCATION PDCA CYCLE

## Internal Stakeholders

Rectorate  
Senate  
BCC  
Academic Units  
Academic Boards

## Documents

- Mission-Vision
- Strategic Plan
- Education Philosophy
- NQF-HETR
- Bologna Process Documents
- Internationalization Policy

## External Stakeholders

Council of Higher Education  
Academic Unit Advisory Boards  
National & International Accreditation Institutions

## Improvements

- Curriculum Change
- New Course Proposals
- Trainer Trainings

## Internal Stakeholders

Rectorate  
Senate  
Academic Units  
BCC  
Student Affairs Directorate  
Office of International Affairs  
Software & Automation Department

## Internal Stakeholders

Rectorate  
Academic Units  
Common Courses Department  
TLC  
Student Affairs Directorate  
Office of International Affairs  
Software & Automation Department

## Documents

- Bylaws & Regulations
- ECTS Catalogue

## Methods

- Internal Stakeholders Feedbacks
- External Stakeholders Feedbacks

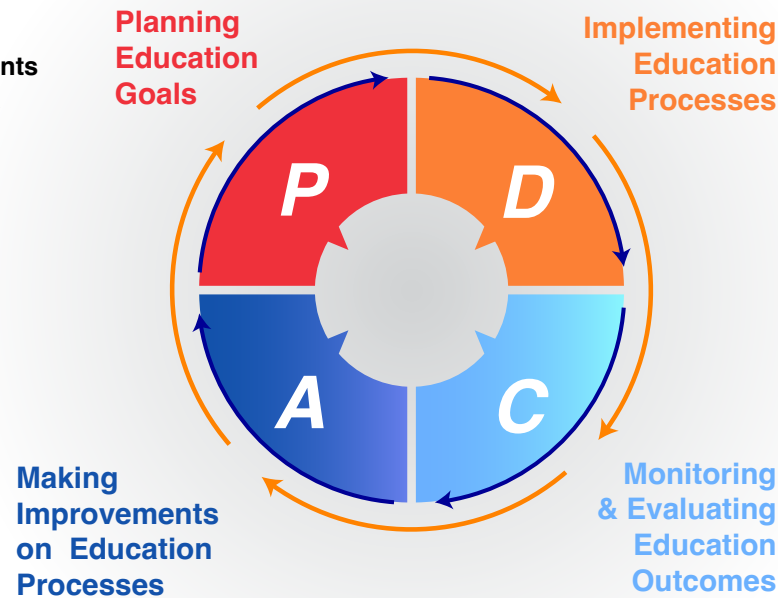
## Internal Stakeholders

Academic Unit Council  
BCC  
National & International Accreditation Institutions

Strategic Plan Review & Evaluation Commission

## External Stakeholders

National & International Accreditation Institutions



# RESEARCH & DEVELOPMENT PDCA CYCLE

## Internal Stakeholders

Rectorate  
SRP  
Project Development & Technology Transfer Office

## Documents

- Strategic Plan
- Research Policy
- 11th Development Plan

## External Stakeholders

TUBITAK  
Relevant Ministries  
Sector

## Improvements

- Improving SRP processes
- Improving Promotion Principles for Scientific Publications
- Improving TTO processes

## Internal Stakeholders

Board of Trustees  
Rectorate  
SRP  
Senate and Administrative Board  
Project Development & Technology Transfer Office

## Internal Stakeholders

Academic Units  
SRP  
Project Development & Technology Transfer Office  
Ethics Committees  
Research & Application Centers

## Documents

- Bylaws & Regulations

## Methods

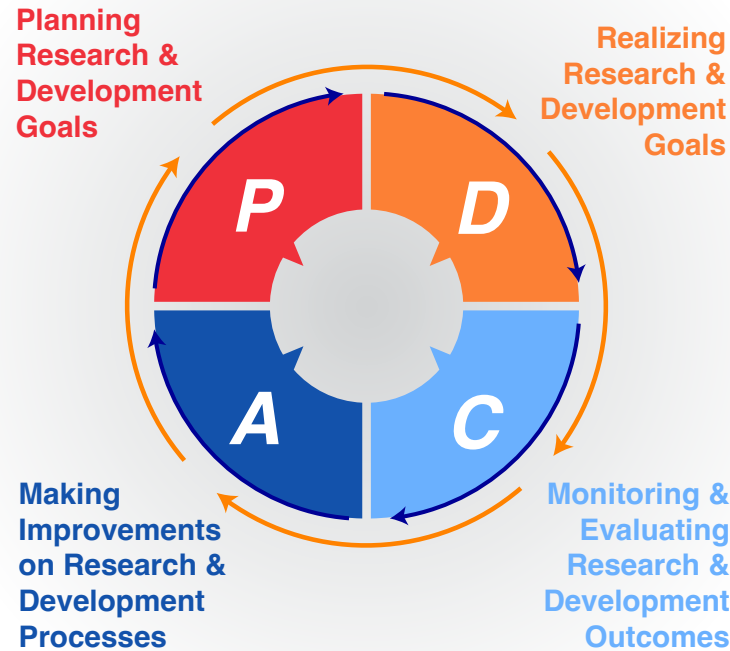
- Internal Stakeholders Feedbacks
- External Stakeholders Feedbacks
- Council of Higher Education Monitoring Criteria
- Scientific Research Projects Reports
- University Activity Report

## Internal Stakeholders

Rectorate  
QDAD  
Academic Units  
SRP  
Project Development & Technology Transfer Office  
Strategic Plan Review & Evaluation Commission

## External Stakeholders

Council of Higher Education



# SOCIAL CONTRIBUTION PDCA CYCLE

## Internal Stakeholders

Rectorate  
Senate  
Academic Units  
Research and Application Centers  
Continuing Education Center  
Student Clubs

## Documents

- Social Contribution Policy
- Mission-Vision
- Strategic Plan

## External Stakeholders

University Advisory Boards  
National and International Institutions  
NGO's

## Internal Stakeholders

Rectorate  
Senate  
General Secretariat  
Research and Application Centers  
Continuing Education Center  
Student Clubs

## Internal Stakeholders

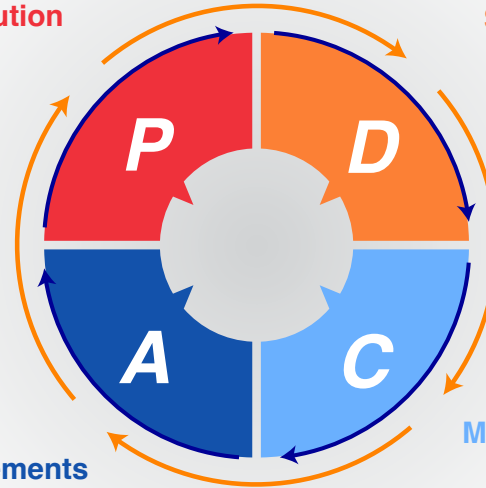
Academic Units  
Research & Application Centers  
Continuing Education Center  
Student Clubs  
Project Development & Technology Transfer

## External Stakeholders

Municipalities  
Izmir Bilimpark  
Izmir Chamber of Commerce

Planning Social Contribution Goals

Implementing Services to society process



Making Improvements on Social Contribution Processes

Monitoring & Evaluating Social Contribution Outcomes

## Methods

- Self-Evaluation Reports
- Academic Unit Activity Reports
- External Stakeholder Feedback

## Internal Stakeholders

Rectorate  
Academic Units  
QDAD  
Research & Application Centers  
Continuing Education Center

## External Stakeholders

Municipalities  
National and International Institutions  
NGO's



