Quality management at Tomsk State University: Key processes and documentation

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Tomsk State University: the first in Siberia
Tomsk State University (TSU), which was established in 1878 by Alexander’s II royal command as an Imperial Siberian University, is the first higher educational institution in the Asian part of Russia.
Tomsk State University initiates the beginning of development of education, science and culture on the vast area, extending from the Ural Mountains to the Pacific Ocean.

University was founded and developed as the National Center of education, science, enlightenment and culture. The higher mission of TSU–to prepare scientific, pedagogical and cultural elite was entrusted just on it.
More than 23,000 students are studying at TSU in 85 undergraduate and graduate programs, 750 students in 82 Candidate of Science Degree Programs (Ph.D.), 100 – in 34 Doctor of Science Degree Programs.

24 Faculties and 147 Departments comprise the Main TSU campus, 5 branches and 45 pre-admission training centers are located in different cities of Siberia and Kazakhstan.
Since the very beginning TSU has been continually developing as an *prestigious* educational establishment in which fundamental scientific research underlies the teaching. Its utmost educational aim is viewed as the forming of a creative personality. From this perspective the university faculty and staff have distinguished themselves not only by implementing progressive approaches to educational and research activities, but also through their ability to foresee new directions in the development of science and technology and apply those new ideas in the training of specialists.
Quality management and monitoring at TSU

- Quality Management Center was established in 2003
- Training programs for managers and internal auditors
- Monitoring the University processes and improving quality assurance mechanisms on the regular basis
Preparing for QMS ISO 9001:2000 implementations

The document development:
- TSU vision statement (our ideal future),
- TSU mission (our current purpose),
- Statement of philosophy (core values of the University),
- University Quality Policy and Goals,
- Quality Manual,
- Documented Procedures
Strategic Plan of TSU as an important element of QMS

- Presents the mission and goals of the University for the next five years and provides the framework for implementing those goals

- Subdivided into six sections: organization, research, education, finance, international activity, social activity
The basic processes of TSU

- multi-level education
- scientific research
- innovation activity assuming scientific production as well as activity aimed at realizing the results of scientific research turned either into a new or renewed product or a new or renewed technology which may be used in practice including teaching-learning process
- rendering additional educational services
- informational and cultural activity
The basic process: Scientific Research

- TSU is one of the leaders in Russian higher education in the field of fundamental research. There are 300 Doctors of Sciences, more than 700 Candidates of Sciences, 4 Members of the Russian Academy of Sciences and Russian Academy of Medical Sciences, 4 Corresponding Members of RAS, 2 Corresponding Members of RAO, 2 Corresponding Members of RA RAS, 86 Members of RF Public Academies in the University.
TSU has developed the model of research university under the order of the Ministry of Education of the Russian Federation, and it is one of few real research universities of Russia.

Specialists
Bachelors
Masters
Additional education
Post-graduate studies
Doctoral studies

Fundamental researches
Applied researches
New technologies

Educational facilities
New knowledge
Hi-tech goods
Information facilities
The basic process: Scientific Research
Directions of activity
of the Research University

- Fundamental and applied scientific research
- The supreme degrees of preparation and retraining of personnel
- Innovational activity, commercialization of scientific results
The basic process: Education
International Projects

Annual budget of international projects – 2,5-3,0 millions USD
- 15 grants of TEMPUS EU Program
- 11 grants of INTAS EU Program
- National Training Foundation and World Bank of Reconstruction and Development Projects
- “Oxford-Russia Foundation” Project
- “Network Academy Cisco” Project
- “Woods of the World the Estimation of Wood Resources of Tomsk Region” at support of State Department of USA
- Different projects with more than 50 Universities and Research Centers (USA, China, the Great Britain etc.)

There are open:
- The Research-Educational Centre “Physics and chemistry of high-energetic systems” *(CRDF, Ministry of Education of Russia)* - 1,5 million USD from the American side
- Centre for Advances Studies and Education *(Carnegie Foundation, INO-CENTRE, Ministry of Education of Russia)* - 1,2 million USD
Analysis of the efficiency of QMS

- Top-management of TSU regularly analyses the efficiency of QMS at predetermined intervals to provide its constant suitability, adequacy and efficiency.
- The analysis contains assessment of possibilities of QMS improvement as well as needs in policy changes and quality goals.
- The Rector carries out a complete analysis of QMS of TSU once a year.
- The University Council consider the results of analysis and approve the Rector’s report and following from it plan of correcting and preventing measures.
Analysis of QMS at TSU departments’ level:

- is carried out by their management once a year and, as a rule, a month before the meeting of the University Council.

- preparing a report on QMS analysis to discuss at meetings of university departments is finished two weeks before the University Council meeting.
Input data for analysis

- the results of reaching the goal in the sphere of quality and activity on improvement of QMS during the period of analyzing;
- the results of external and/or internal audits;
- the responses of external and internal consumers;
- quality assessment of the functioning of processes selected by the QMS of the department;
- quality assessment of educational level in accordance with the governmental education standards demands and demands of consumers;
Input data for analysis

- the results of corrective and preventive actions;
- effectiveness of activity since the last top-management analysis;
- effectiveness of managing nonconformities (planning of scientific research and educational process, training of personal, improvement of infrastructure act.);
- recommendations concerning TSU QMS improvement.
The principal sources for analysis

- the results of internal and external audits of QMS;
- the results of self-estimations;
- information of monitoring processes;
- statistics data concerning quantity and quality of undergraduate students in comparison with quantity and quality of graduates and post-graduates;
- the data about volume and quality of scientific research;
- statistics data concerning quality of financial and economical activity;
- information about quality and volume of additional education service;
- mass-media materials;
Output data of analysis consists of decisions and actions determining:

- to increase TSU QMS effectiveness;
- to improve the basic and supporting processes;
- to optimize resource requirements.
Some additional information from output data

- estimation of progress in the quality goals achievements;
- estimation of necessity in correcting and preventing activity;
- estimation of infrastructure and resources;
- evaluation and calibration of devices;
- information concerning personnel, social and quality policy;
- financial management information;
- estimation of the consumers and the partners’ satisfaction;
- information for development of TSU strategic planning.
Thank you for your attention!