



# Back to the future: Taking quality assurance to the next decade

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# Workshop overview

- Introduction
- Looking back: Group work
- Looking forward: Group work
- Take home message

# Looking back: QA in 2005

# Development of quality assurance

- Control → total quality management
- TQM:
  - Structural/planned
  - Systematic
  - Integrated
    - Challenge
    - Linked to development of quality culture

# Looking back: illustration

Characteristics of quality assurance:  
5 Phases

- structural
- systematic
- integrated

1. Least developed → 5. Ideal situation



# Group work

- Assignment:
  - Discuss and motivate in small groups/neighbour which phase (1-5) fits your institution in general



# Plenary discussion



# FHML, Maastricht University, NL

## Phase 3-4



- Structural: after each unit
- Systematic: all relevant aspects
- Standard questionnaire
- Developing student involvement
- Not consistent lead to improvement
- Challenge: development quality culture



# Looking towards the future

- A lot of work is done, but we're not there yet!
- General challenge:
  - Integrated quality assurance:
    - Integrated in normal working patterns at all levels of the organization
    - More than just a system but a quality culture

## Definition quality culture

An organization culture or a shared value and a collective responsibility for all members of an institution that intends to enhance educational quality permanently (EUA, 2006)

# Group work

- Assignment: Small groups/pairs reflect on good practices to develop tips:  
Develop and contribute to an integrated quality assurance system (3-5 tips)



# Plenary discussion - clustering

- Group presentations



# Sticker

- Please put a sticker for the most valuable tip



# Take home messages

- Partnership between staff - students
- Communication about results
- Focus on continuous improvement
- Collective responsibility
- Stimulate commitment and involvement

# Looking forward: QA in 2025

# Thank you!



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