# Academy Quality framework
# Quality ASSURANCE service

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Education and Culture
TEMPUS

- Mission, vision, critical processes, strategic goals
- Operational goals, action plans (next 12 months)
- Operational Structure of the future Academy

## VISION

- To attract the brightest scholars and students from the country and the world
- To encourage international mobility for the purpose of improving education and sharing experiences among the students and faculty

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# MISION

- To help deliver a world class education and living experience which is in the focus of students.
- To create more efficient services for teaching staff and students
- To provide student support and administrative services of the highest quality
- To develop an intellectual atmosphere in which professional development is supported, valued and pursued by all stakeholders
- To celebrate diversity of cultures
- To communicate openly and honestly, and
- To implement innovative ways to improve our system, our services and internal environment.

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# The strategic goals of the quality service are to ... :

- create more efficient services for teaching staff and students,
- improve study programs,
- improve teaching process,
- improve scientific research and professional work of teachers and students,
- improve Textbooks,
- improve library and information resources,
- improve management and administration of the College,
- improve material resources,
- improve financing,
- improve non-academic activities

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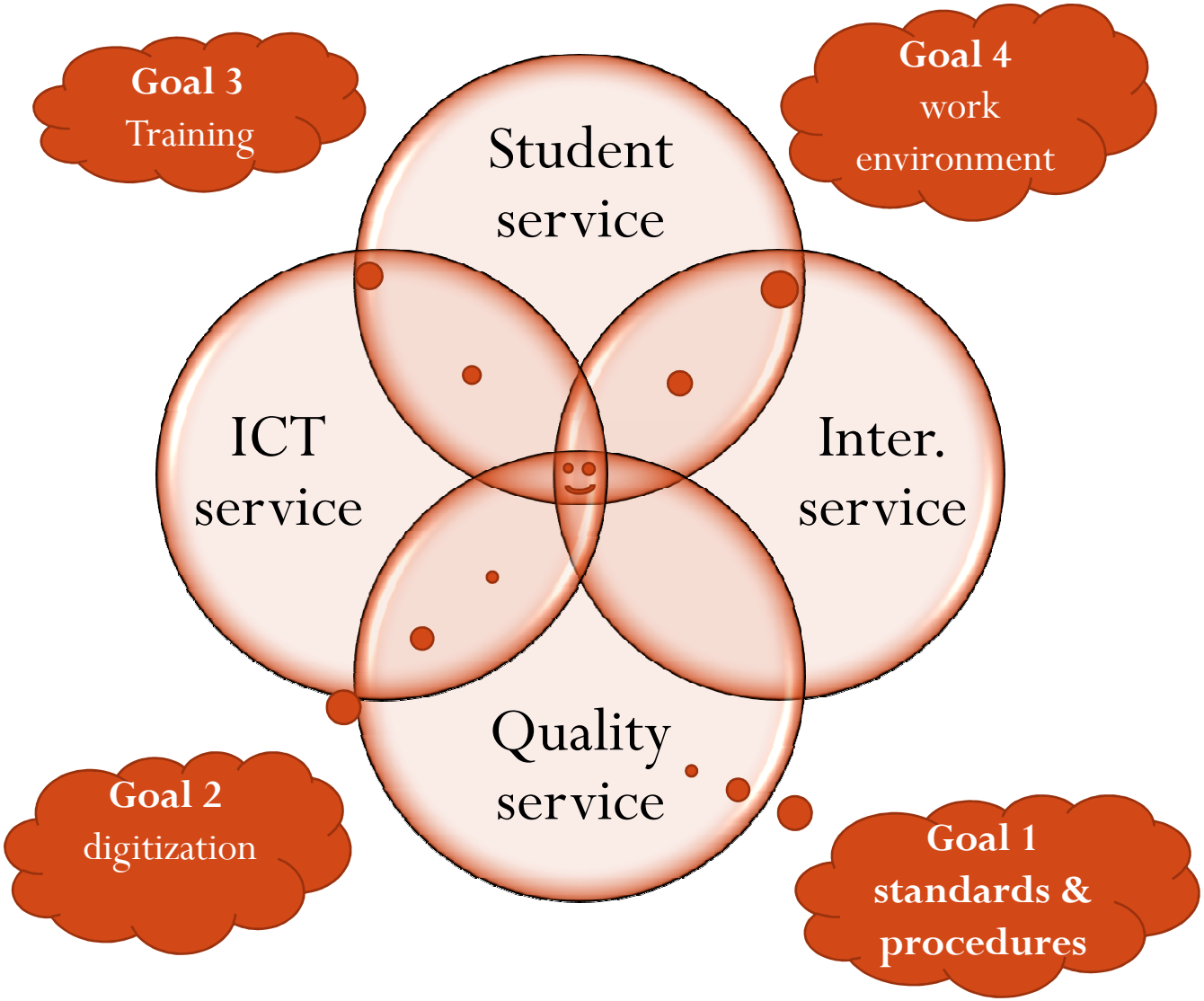
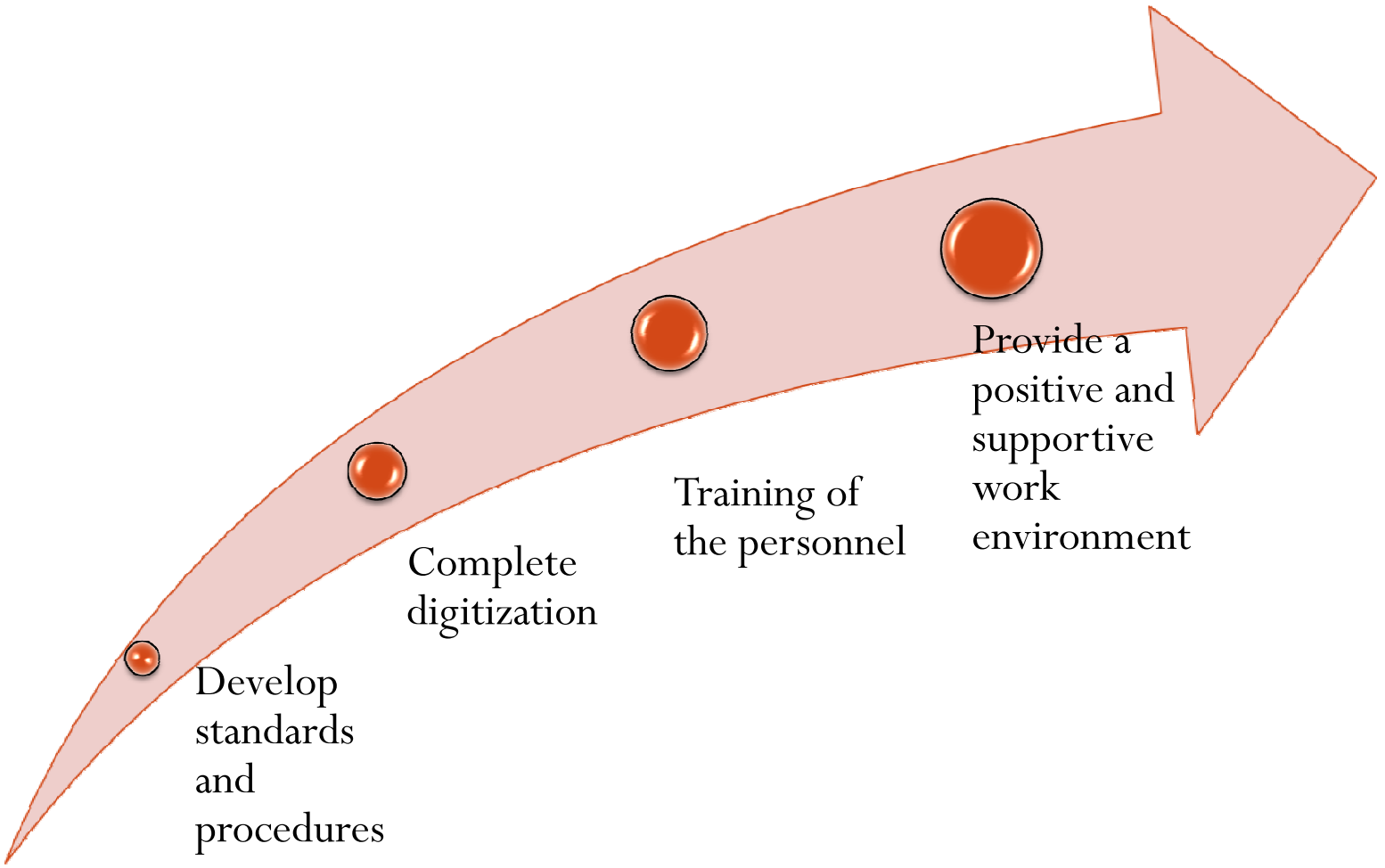
# COMMON GOALS



# Step by step ...


Develop standards and procedures
Complete digitization
Training of the personnel
Provide a positive and supportive work environment

## Goal #1

## Develop and integrate best business practices to increase efficiency and effectiveness.

Objectives

- 1.1 Develop and Implement sustainable **ACSS** standards and procedures.
  - 1.1.1 Develop and adopt **ACSS** statute
- 1.2 Standardize all **ACSS** documents, practices and procedures.
  - 1.2.1 Standardize student questioners
  - 1.2.2 Standardize questioners for teaching staff
  - 1.2.3 Standardize questioners for nonteaching staff

## Goal #2
## Utilize technology to improve the ACSS internal processes

Objectives

- 2.1 Complete digitization of **ACSS** plans and project documents.
- 2.2 Fully implement the Computerized Maintenance Management Software to provide paperless work.
- 2.3 Implement desktop viewing of all **ACSS** files.

## Goal #3

## Ensure the academic, professional, and personal success of all individuals within ACSS.

Objectives

- 3.1 Provide training opportunities for personnel in achieving certifications/licenses and growth in area of expertise.
- 3.2 Provide nonteaching staff with opportunities to take courses and training to broaden their skills.
- 3.3 Encourage staff members to take advantage of the „free" credited courses offered at the **ACSS**.
- 3.4 Provide professional development opportunities to managers and supervisors.
- 3.5 Provide project planning and education specialist development training for campus planners.

## Goal #4
## Provide a positive and supportive work environment.

Objectives

- 4.1 Provide a liaison who serves as a departmental resource to managers, supervisors and staff.
- 4.2 Provide cross training opportunities for staff to help support each area/department.
- 4.3 Provide team development and customer service training for personal and professional growth.
- 4.4 Provide roles and responsibilities chart for clarity of roles and responsibilities among the various departments.

# Action plans (next 12 months)

## - Developing of standards and procedures –

| AKTIVNOSTI | OKVIRNI TERMINI | ODGOVORNA LICA | ISHOD |
|---|---|---|---|
| Dizajniranje i usvajanje Statuta i ostalih pravnih procedura Akademije | 2.mesec | Direktori svih skola + pravne sluzbe svih skola | Statut Akademije + pravilnici |
| Dizajniranje upitnika i drugih metoda za prikupljanje i obradu podataka | 8.mesec | Quality service of the academy + komisije za kontrolu kvaliteta svake skole | Ankete za: studente Nastavno osoblje Nenastavno osoblje |
| Odredjivanje rokova i datuma za sprovodjenje anketiranja | 9.mesec | Quality service of the academy + komisije za kontrolu kvaliteta svake skole | Definisani datumi i rokovi za sprovodjenje anketiranja |
| Utvrđivanje mera za otklanjanje nedostataka i rešenje uočenih problema u radu nastavnika i saradnika, u radu nenastavnog osoblja | 10.mesec | Quality service of the academy + komisije za kontrolu kvaliteta svake skole + direktori svih skola | Definisane mere za odklanjanje nedostataka i resavanje problema |

## Action plans ( next 12 months )

- Digitalization -

| AKTIVNOSTI | OKVIRNI TERMINI | ODGOVORNA LICA | ISHOD |
|---|---|---|---|
| Utvrdjivanje potreba i parametara elektronske obrade i cuvanja podataka | 1. mesec | ICT service of the Academy + IT sluzba svake skole | Definisanje mogucnosti softverskog paketa |
| Razmatranje ponude softverskog paketa koji zadovoljava potrebe na nivou cele akademije | 2.mesec | ICT service of the Academy + IT sluzba svake skole | Odabir najboljeg resenja |
| Realizacija/uvodjenje odabranog softverskog resenja | 4. mesec | ICT service of the Academy + IT sluzba svake skole | Operativni sistem u fungciji na nivou cele akademije |
| Obuka kadrova na odrzavanju i radu softvera | 5.mesec | ICT service of the Academy + IT sluzba svake skole | Osposobljeni kadrovi na nivou cele akademije |

## Action plans (next 12 months)

- Training of the personnel -

| AKTIVNOSTI | OKVIRNI TERMINI | ODGOVORNA LICA | ISHOD |
|---|---|---|---|
| Omogucavanje napredovanja nastavnog osoblja svake skole kroz treninge u okviru akademije | 8.mesec | Direktori svih skola + delovi nastavnog osoblja | Osposobljen kadar nastavnog osoblja |
| Omogucavanje napredovanja nenastavnog osoblja svake skole kroz treninge u okviru akademije | 6.mesec | Direktori svih skola + delovi nastavnog osoblja | Osposobljen kadar nenastavnog osoblja |
| Omogucavanje usavrsavanja menadzerskog kadra akademije | 4.mesec | Direktori svih skola + delovi nastavnog osoblja | Osposobljen kadar |
| Omogucavanje usavrsavanja menadzerskog kadra svake skole | 2.mesec | Direktori svih skola + delovi nastavnog osoblja | Osposobljen kadar |

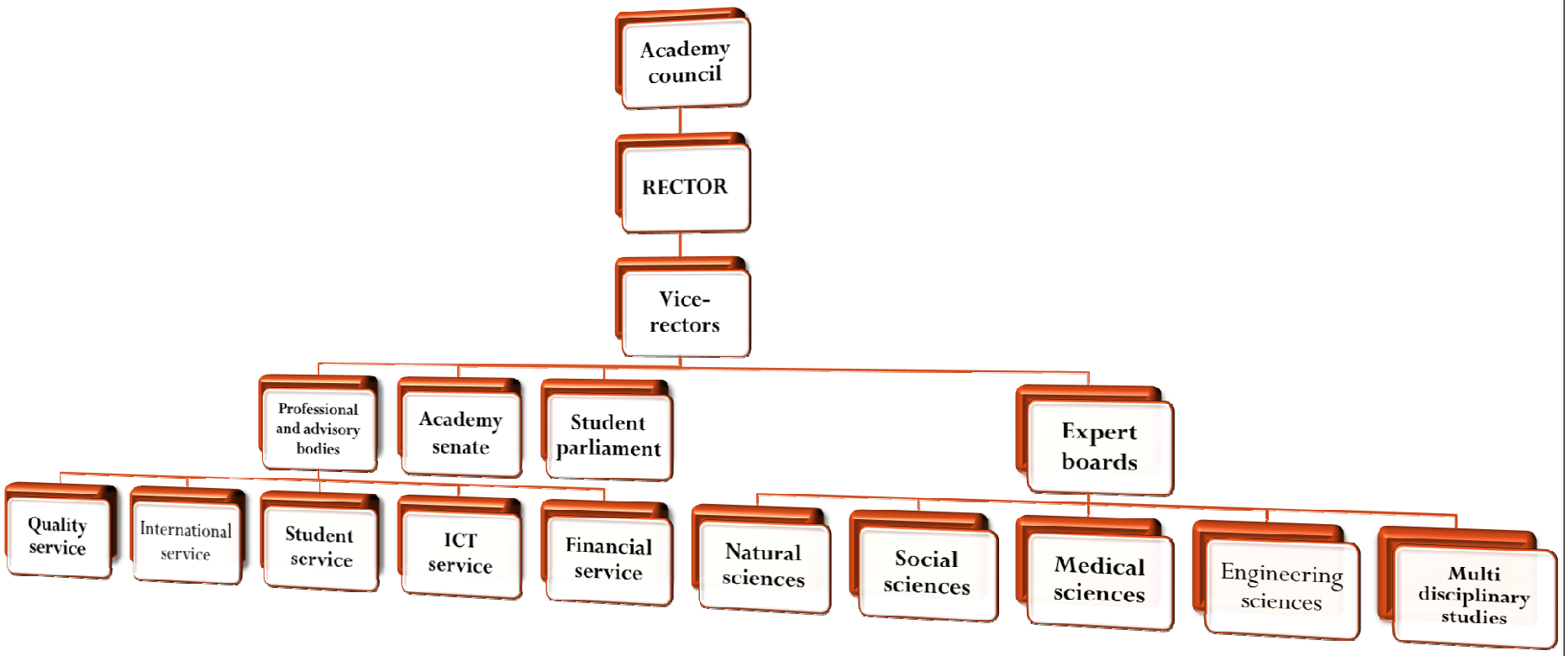
## Action plans (next 12 months)

- Provide a positive and supportive work environment -

| AKTIVNOSTI | OKVIRNI TERMINI | ODGOVORNA LICA | ISHOD |
|---|---|---|---|
| Regulisati i obezbediti vezu i saradnju istih sluzbi svih skola u okviru akademije | 2.mesec | Direktori svih skola | Bolja saradnja i veca produktivnost u radu |
| Odrediti lice koje ce baviti povezivanjem istih sluzbi i organizacijom skupova | 1.mesec | Direktori svih skola | Bolja saradnja i veca produktivnost u radu |
| Organizovati kurseve i usavrsavanja za pripadnike istih sluzbi svake skole u okviru akademije | 3.mesec | Direktori svih skola | Bolja saradnja i veca produktivnost u radu |
| Definisati kompetencije u okviru sluzbi akademije | 1.mesec | Direktori svih skola + pravne sluzbe svih skola | Bolja saradnja i veca produktivnost u radu |

# Organizational Structure

## of the future Academy



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THANK YOU!

Obrigado pela vossa atenção!

Vielen Dank für Ihre Aufmerksamkeit!!!!!