

STRATEGIC

### 1. STRATEGY MANAGEMENT

**PGC 1.1** Definition of Quality Objectives and Strategic Planning  
**PGC 1.2** Life Cycle of University Degrees  
**PGC 1.3** Management of Human Resources Policy

### 2. PUBLIC INFORMATION

**PGC 2.1** Public Information

KEY

### 3. ADMISSION AND RECOGNISED BY CREDITS

**PGC 3.1** Selection, Admission and Recognition of Credits

### 4. MANAGEMENT OF THE TRAINING OFFER

**PGC 4.1** Design of the training offer  
**PGC 4.2** Teaching development

### 5. TEACHING - LEARNING

**PGC 5.1** International mobility  
**PGC 5.2** Academic Externships  
**PGC 5.3** Educational Guidance and Diversity  
**PGC 5.4** Employability and Entrepreneurship  
**PGC 5.5** University Life Activities

### 7. ASSESSMENT OF LEARNING

**PGC 7.1** Assessment of Learning

### 6. RESEARCH

**PGC 6.1** Research

IG satisfaction

SUPPORT

### 8. PERSONS

**PGC 8.1** Recruitment and selection  
**PGC 8.2** Collaboration External personnel  
**PGC 8.3** Staff Training  
**PGC 8.4** Talent Management and Internal Mobility  
**PGC 8.5** Personnel Performance Management

### 9. STUDENT AFFAIRS

**PGC 9.1** Student Affairs

### 10. RESOURCES

**PGC 10.1** Resource and Service Management  
**PGC 10.2** Allocation of learning spaces and materials

### 11. CONTROL OF DOCUMENTS AND RECORDS

**PGC 11.1** Review of the IAS and Document and Record Control

### 12. MEASUREMENT, ANALYSIS AND IMPROVEMENT

**PGC 12.1** Stakeholder satisfaction  
**PGC 12.2** Measurement, accountability, analysis and improvement  
**PGC 12.3** Academic Performance  
**PGC 12.4** Internal audits  
**PGC 12.5** Academic Compliance Study

Assessment and refinement

IG needs and expectations