

 Universidad Europea Madrid	PROCEDURES MANUAL	Page 1 of 2
	1.1 QUALITY POLICY	EDITION 08

The Quality Policy of Universidad Europea de Madrid (UEM) is driven by its mission¹ and vision² statements, both of which are set out on the website.

UEM has implemented a culture of quality that adds to the value of the institution within society, and supports the fulfilment of its mission.

It is through this Quality Policy that UEM assumes its institutional commitment to foster educational excellence in students by focusing on the continuous improvement of all processes in order to fulfil the University's mission.

The opinions of different stakeholder groups related to the University have been taken into account when drawing up this policy: students, teaching staff, support and service staff, graduates and employers.

To ensure quality, the University has a documented system of procedures, the Internal Quality Assurance System (SGIC). The system is a public one, and is regularly reviewed, thus making the cycle of continuous improvement a standard practice. The SGIC includes the analysis of information to support timely decision making, as well as monitoring the effectiveness of the decisions that are made.

The current Quality Policy is governed by the following objectives:

- To guarantee the official status of our degrees through compliance with the requirements of the Regulatory Agency in the processes of validation, monitoring and renewal of accreditation.
- To provide mechanisms to identify the needs and expectations of stakeholder groups in order to improve the University.
- To establish a decision-making system based on the analysis of accurate, reliable and accessible information, including data related to both Stakeholder group satisfaction and institutional performance.
- To provide mechanisms for the development of individual and collective research activity, and to ensure accountability for the results obtained.
- To guarantee an optimal working environment that allows for ongoing staff development within the organisation by motivating, and providing continuous training together with levels of challenge that will enhance individual talent and potential.
- To establish mutually beneficial relationships with suppliers and collaborating institutions or companies.

¹ **Mission Statement:** To provide our students with a well-rounded education, training leaders and professionals prepared to respond to the needs of a global world, to add value to their professions and to contribute to social progress with an entrepreneurial spirit and a commitment to ethics. To generate and transfer knowledge through applied research, also contributing to progress and placing the University at the forefront of intellectual and technical development.

² **Vision Statement:** Universidad Europea considers academic excellence to be one of its strategic values. Thus, our educational model has internalised the principles of the European Higher Education Area, based on holistic learning. In this model, the professor is a reference point and a guide, accompanying the students throughout their university life. In turn, the students create their own learning itineraries, developing the expertise, competencies, skills and values currently in demand within today's society. Our model places particular emphasis on the student's maturity and autonomy, so s/he can learn to adapt to an increasingly complex, ever-changing world.

- To supply reliable and timely information to all stakeholders, based on the principles of transparency.
- To have a positive impact on the environment, promoting social, economic and environmental responsibility initiatives.
- To obtain institutional and programmatic recognition and certifications, both national and international.

The UEM is committed to complying with this policy and the objectives defined within it. The University also undertakes to keep this Quality Policy updated, and to circulate it to ensure that it is clearly understood and applied by all those involved in its application.

The policy will be monitored as established in Quality Policy Management procedure PGC 12.1, Definition and Revision of the Quality Policy.

REVIEWS			
EDITION	DATE	REASON FOR MODIFICATION	
01	09/09/2008	INITIAL VERSION	
02	17/01/2013	Modification and updating of content	
03	04/05/2018	Modification and updating of content	
07	20/06/2019	Unification of SGIC I and II	
08	28/04/2021	Change of Director of Quality and Academic Compliance	
Approved by: Olga Castelao Director of Academic Quality and Compliance Date: 28/04/2021		Approved by: Eva Icarán Vice-Rector for Teaching Staff and Research Date: 28/04/2021	
		Approved by: Elena Gazapo Rector Date: 28/04/2021	
		Approved by: Miguel Carmelo President of Universidad Europea de Madrid Date: 28/04/2021	