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MODIFICATIONS			
EDITION	DATE	REASON FOR MODIFICATION	PAGES
01	10/09/2008	INITIAL VERSION	
02	21/09/2009	Clarification of the process and of responsibilities	2-6
03	19/09/2012	Adaptation of Procedure	2, 3, 5
04	09/03/2014	Adaptation of Procedure: - Related documentation - Review and improvement of process - Adaptation of process diagram - Inclusion of communication and indicators section - Update of responsibilities - Modification of records	2 3 4 5 5 6
05	21/02/2015	Update	3
06	20/03/2017	Review of procedure name Update of the content of the indicators update	1 2
07	24-06-2019	Unification of SGIC I and II	All
08	26/04/2021	Update of content, and Director of Quality and Academic Compliance	All
Approved by:		Approved by:	Approved by:
Olga Castelao Director of Academic Quality and Compliance		Eva Icarán Vice-Rector for Teaching Staff and Research	Elena Gazapo. Rector
Date: 26/04/2021		Date: 26/04/2021	Date: 26/04/2021

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PURPOSE

To determine the system to be used for the definition, review and monitoring of compliance with the Quality Policy of Universidad Europea de Madrid.

SCOPE

It is applicable to all departments and degree programmes of Universidad Europea de Madrid, and supports the quality culture of the institution.

RELATED DOCUMENTATION

- The UEM Mission, Vision and Values
- LRP (Long Range Plan)
- Strategic Quality Plan (PEQ)
- 1.1 Quality Policy
- PGC 1.2 Strategic planning
- PGC 2.1 Public information and Accountability
- PGC 12.3 Analysis and Improvement

PROCESS DEVELOPMENT

Definition and approval of policy and objectives

Universidad Europea de Madrid Long Range Plan is a reference point for the drafting of the Quality Policy and objectives, as well as for the mission, vision and values of the University, and the mission of the University's Quality and Academic Compliance Department.

Different stakeholder groups are involved in the drafting of the policy: teaching staff, administration and service staff, students, graduates and employers.

The Quality and Academic Compliance Department presents a Quality Policy proposal for approval by the Management Committee.


To implement the Quality Policy, the Quality and Academic Compliance Department will develop the Strategic Quality Plan (PEQ), which will incorporate the quality challenges applicable to the whole of the organisation, establishing the principal lines of action, objectives and monitoring indicators. This action plan will be reviewed annually in order to assess the level of compliance.

Communication of the policy and the programme of objectives

The approved Quality Policy is published on the University website, on the Quality and Academic Compliance Department's Intranet, and on the virtual campus for circulation to the different interest groups.

The Quality Policy is also communicated through the Quality Assurance Committee (CGC) for circulation throughout the organisation.

Each Faculty/School will be responsible for communicating and enforcing the University Quality Policy within their respective departments.

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The Quality Policy will be circulated through different dissemination and communication channels, and suggestions for modifications will be encouraged from the following:

- Students
- Alumni
- Teaching staff and administration and service staff

Review and improvement of process

At least once a year the results of the implementation of the Quality Policy will be presented to the Quality Assurance Committee, in which different stakeholder groups are involved, as described in procedure PGC 12.3 Analysis and Improvement. At this meeting, the SGIC plan will be reviewed to ensure compliance with the Quality Policy and quality objectives, and the relevance of an action plan for improving its application will be analysed.

A minimum of every 5 years the adequacy of the Quality Policy as a whole will be reviewed, to ensure that it remains aligned with the institution's values and mission, in conjunction with the review of the strategic challenges facing Universidad Europea de Madrid.

This policy applies across all departments and faculties. Any department may propose the modification or updating of the University's Quality Policy. To do so, once the desired modification has been identified, it must be submitted to the Academic Quality and Compliance Department for evaluation.

SPECIFICS BY CENTRE

School of Architecture, Engineering and Design.

N/A

Faculty of Sports Sciences

N/A

Faculty of Social Sciences and Communication


N/A

Faculty of Biomedical and Health Sciences

N/A

School of Doctoral Studies and Research

N/A

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RECORDS

RECORDS		
RECORD NAME	CONTROLLER	MEDIUM AND LOCATION
1.1 Quality Policy	Academic Quality and Compliance Department	University website Quality Assurance Department Intranet Sharepoint/File Faculty/UEM documentation
Open hearing for SGIC editing	Academic Quality and Compliance Department	Shared file quality/Q Management/SGIC/Documentation in force/Circulation and feedback
Conclusions reached by stakeholder groups for the definition and/or review of the Quality Policy	Academic Quality and Compliance Department	Shared file quality/Q Management/SGIC/Documentation in force/Circulation and feedback
Minutes of the CGC in which revisions to the Quality Policy and/or results of its implementation are presented	Academic Quality and Compliance Department	Shared file quality/Q Management/CGC Sharepoint/Faculty File/Year/JF/Accountability
Strategic Quality Plan (PEQ)	Academic Quality and Compliance Department	Share file quality/Department/Strategic plan/Year
Record of actions taken to circulate quality information to the faculties	Academic Quality and Compliance Department	Shared file quality/Communication Plan/Year; Sharepoint/Faculty File/Academic Year

INDICATORS

IND01-PGC12.1 No. of SGIC dissemination actions

IND02-PGC 12.1 Level of compliance with quality objectives

RESPONSIBILITIES


Academic Quality and Compliance Department:

Presentation of Quality Policy proposal

Development of Strategic Quality Plan

Circulation of the Quality Policy via the Intranet and website

Circulation of the Quality Policy via the Quality Assurance Committee (CGC)

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Management Committee:

Approve the Quality Policy

Vice-Dean/Director of Undergraduate Degree/Director of Postgraduate Degree:

Circulation of the Quality Policy in their respective areas

ANNEXES

Quality Policy