



INTRODUCTION

A step by step approach to excellence

european universities quality management tools for lifelong learning



Main Purpose

A step by step approach to excellence

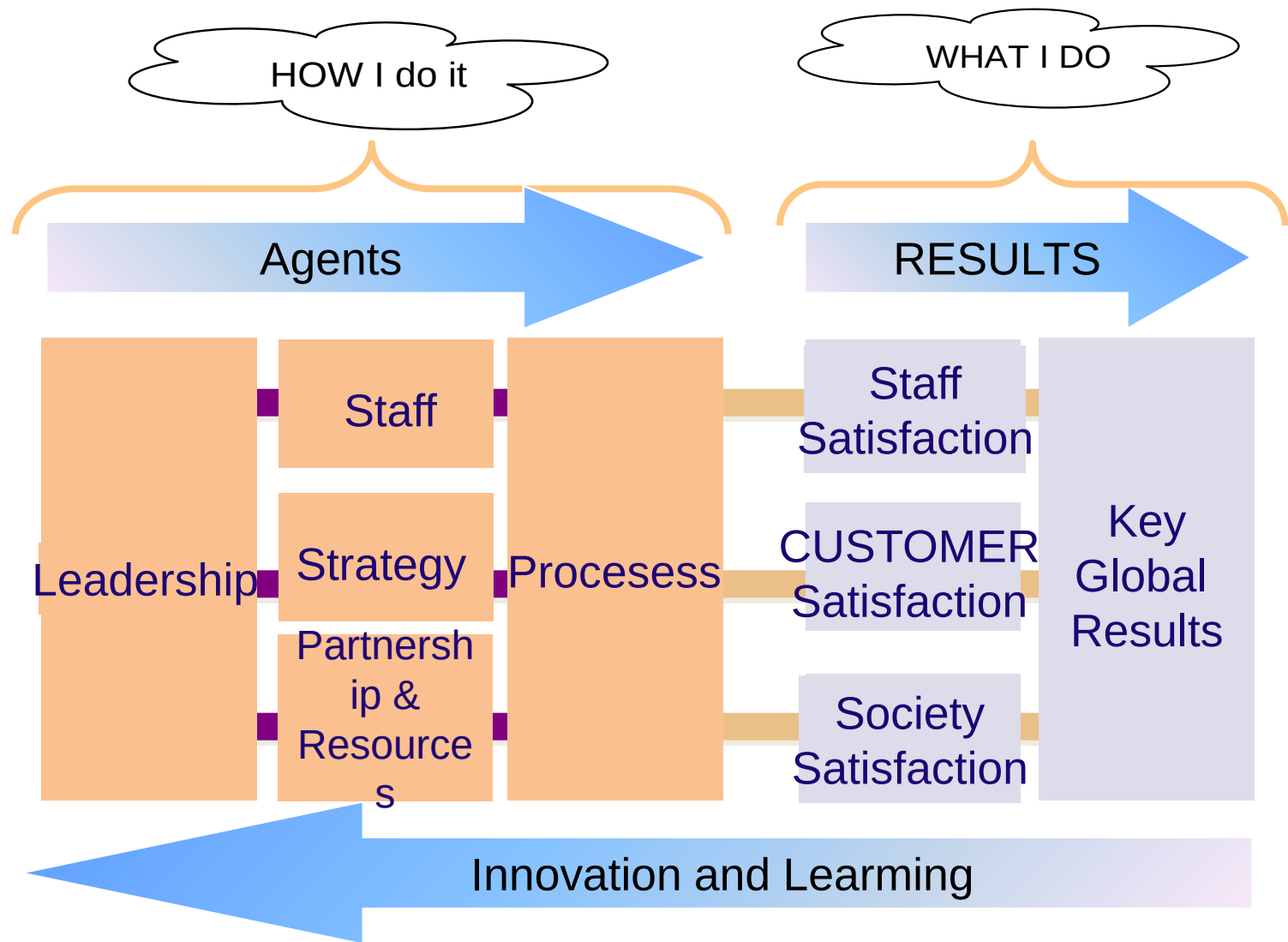
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Self assessment definition

- **Formally ...**
 - Self-assessment in an organisational setting, according to the EFQM definition, refers to a comprehensive, systematic and regular review of an organisation's activities and results referenced against the EFQM Excellence Model. The Self-Assessment process allows the organisation to discern clearly its strengths and areas in which improvements can be made and culminates in planned improvement actions which are then monitored for progress.
- **Main ideas**
 - comprehensive, systematic and regular **review** of an Continuing Professional Centre (or programme, or institute or Agency ...)
 - **activities** and **results**
 - referenced **against** the EFQM Excellence **Model**

European Foundation for Quality Management EFQM excellence model

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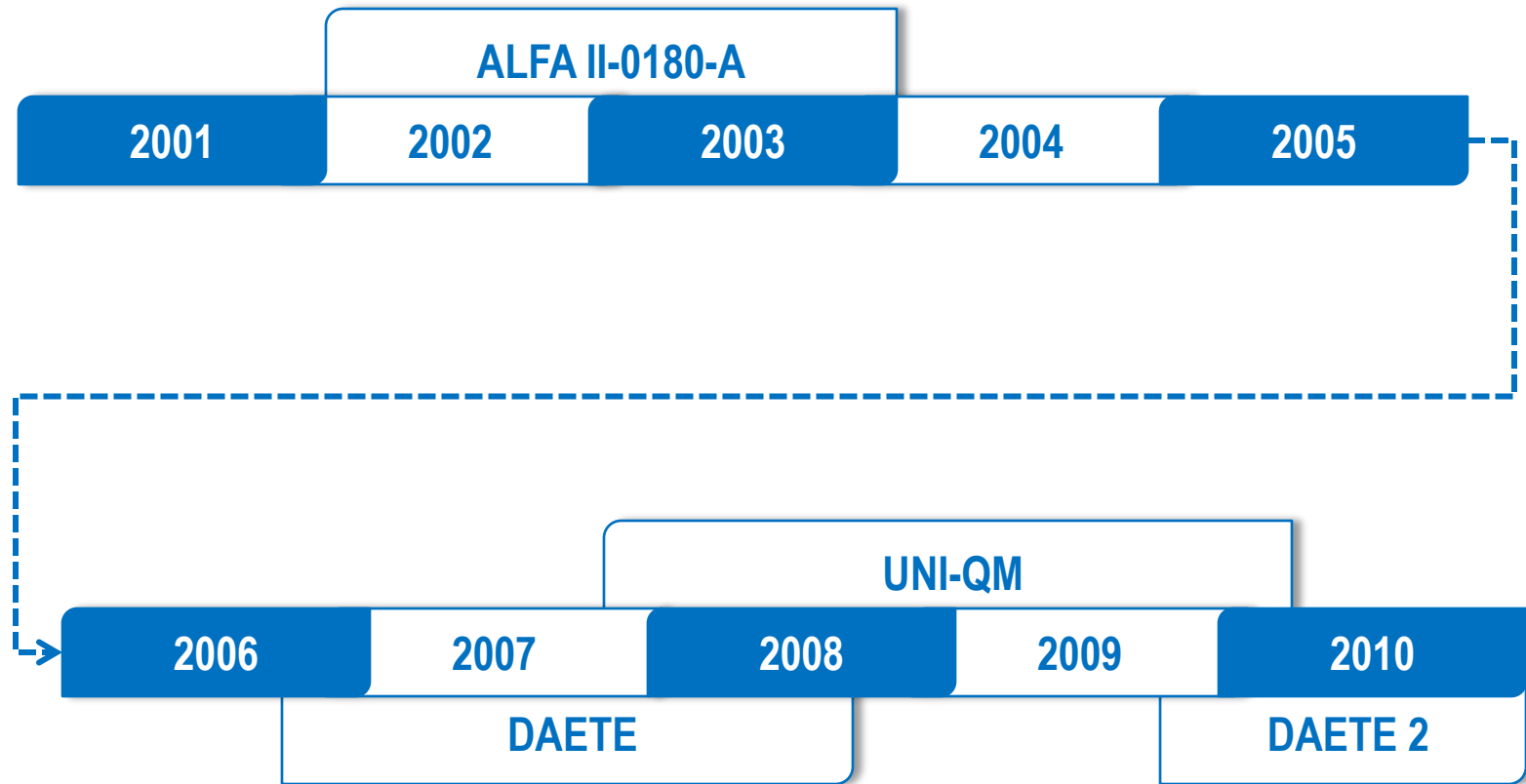


HISTORY

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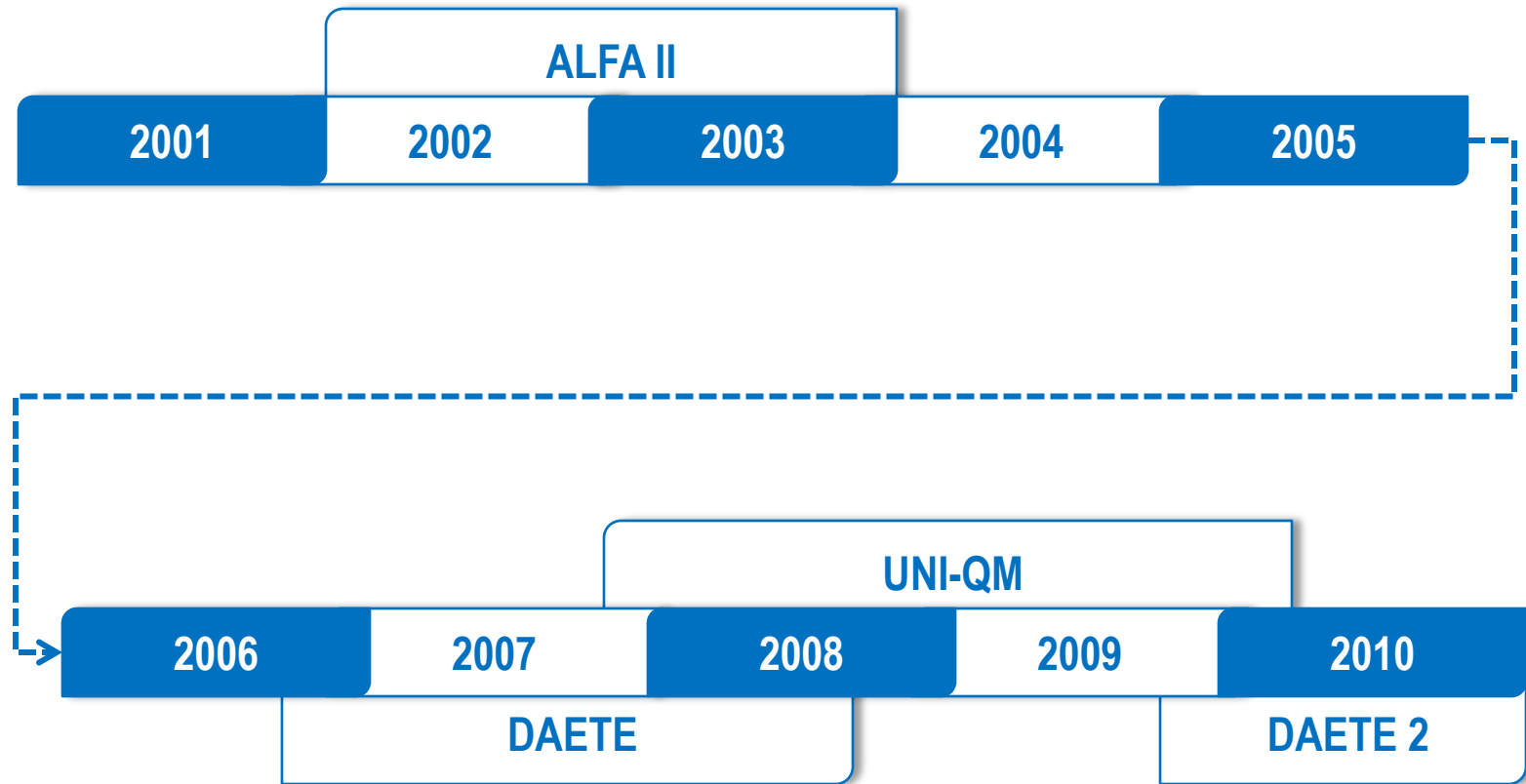
UNI-QM is based on Previous Projects and gives floor to others ...



History

- **ALFA II-0180-A** project established the basis of how could a tool like a matrix for self-assessment be adapted to continuing education and was developed the first version (English, Spanish and Portuguese)
- **DAETE** focused on making the matrix stronger and better, improving the enablers section and making a completely renewed approach to the results section. We also got very interesting feedback from end users.
- **UNI-QM** worked on the basis of previous project but going beyond the approach of having a single tool. Therefore we look for:
 - Adding 3 additional tools: questionnaire for self-assessment, matrixes for process assessments and facts-driven matrix.
 - Creating support material by the addition of case studies, processes and indicators for continuing education management.
 - Giving coherence to the whole set of tools by establishing a framework for self-improvement called the UNI-QM framework.
 - Working on having an electronic versions of the tools (questionnaire and the 2 matrixes) that gave richer feedback than just a number.
 - Creating a base of potential users that could still collaborate after the project ends.

Projects



“We are smarter than me”



 **UNI-QM**



Collaborative work

1



UNIVERSIDAD
POLITECNICA
DE VALENCIA

5



9

Imperial College
London

2



6



10



3

KATHOLIEKE UNIVERSITEIT
LEUVEN

7



4



8



Collaborative work

11



15



19



12



16



13



17



14



18



18 Universities

Latin America – United States – Europe – Asia

+900.000 euros

total investment during 10 years

Collaborative work



Projects

ALFA II

DAETE

UNI-QM

DAETE 2

ALFA II

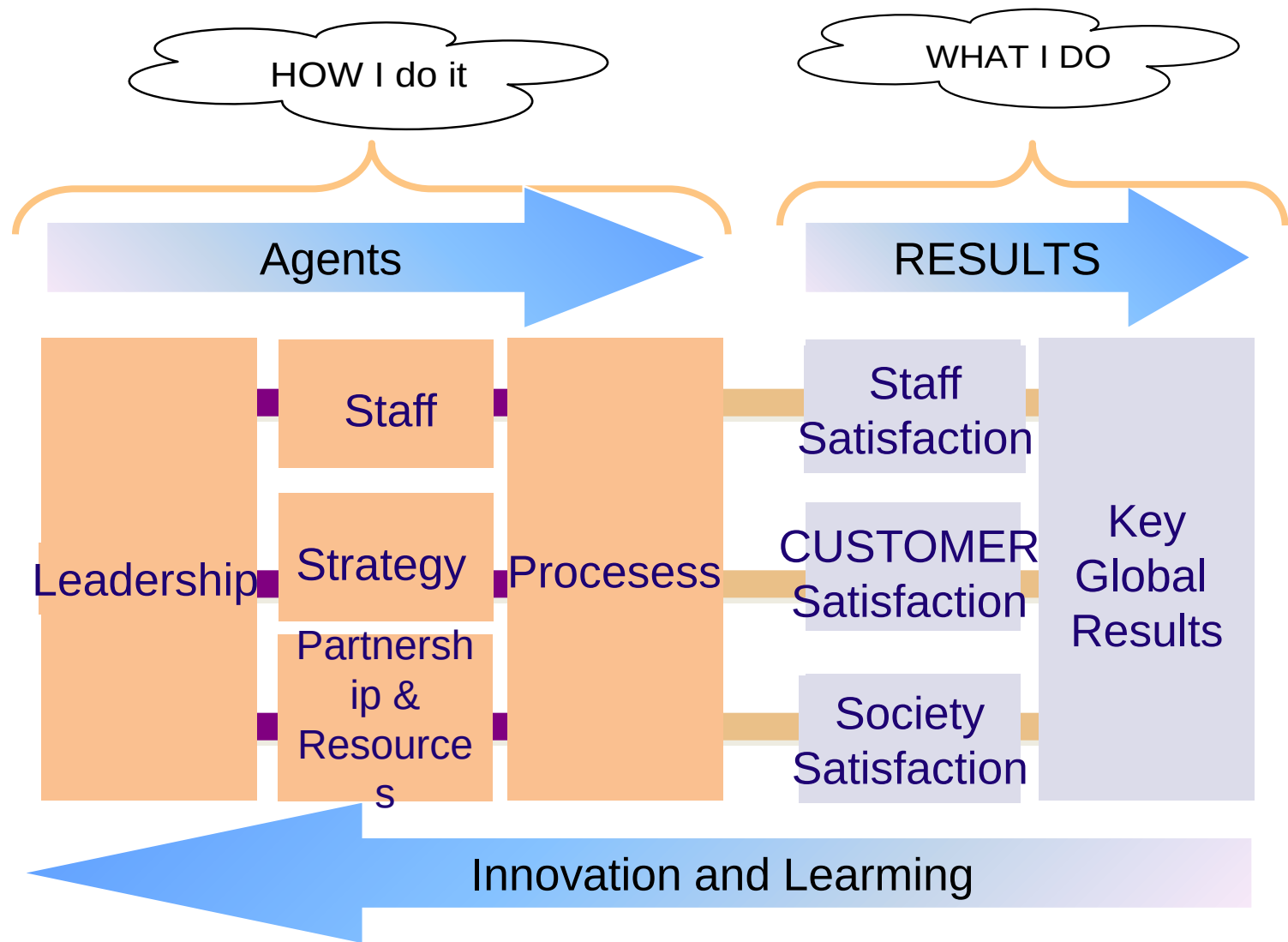
DAETE

UNI-QM

DAETE 2

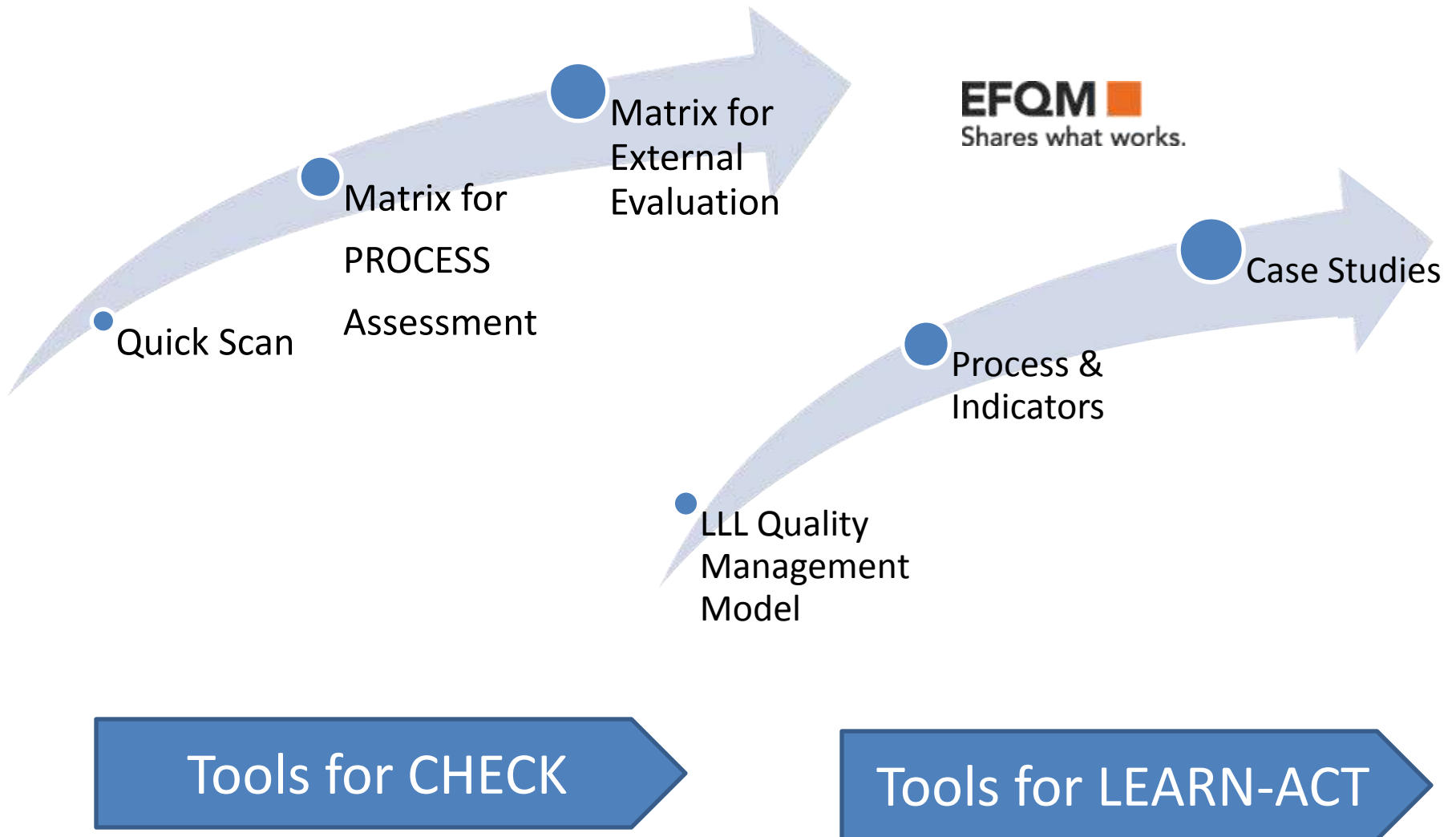
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Tools for CHECK : External Evaluation





UNI-QM

Tools inside the PDCA, UNIQM“tools box”

FACTS

+400 // + 500

+ 200 // + 300

Fact based Matrix

Matrix for Self
Assessment

Quick Scan

OPINIONS

Tools
for
CHECK

Tools
for
LEARN/
ACT

6 Sigma

Benchmarking

LLL QM Model

Process &
Indicators

Case Studies /
Best practices

Tools
for DO

Tools for
PLAN

Networking

Seminars

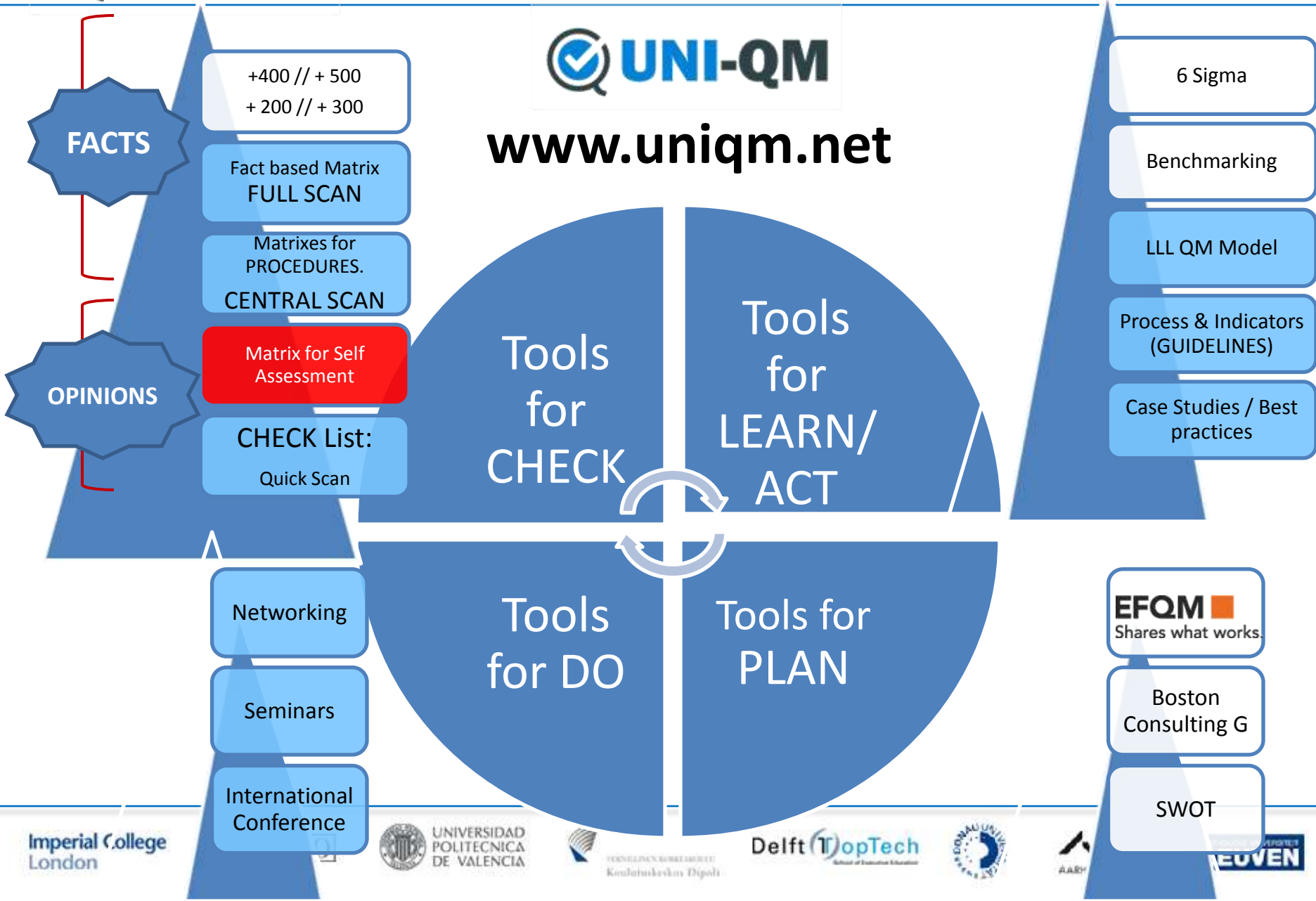
International
Conference

EFQM
Shares what works.

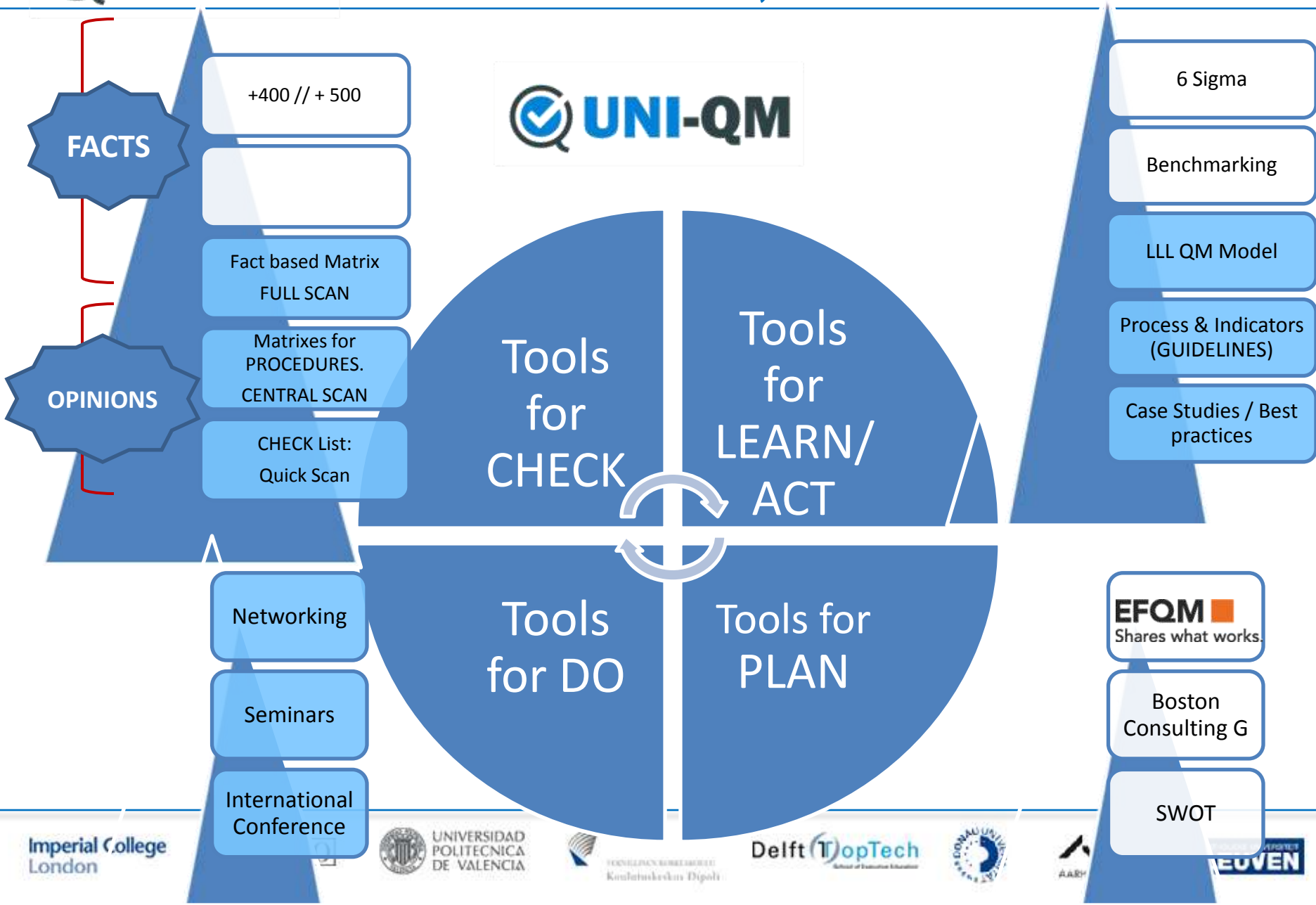
Boston
Consulting G

SWOT

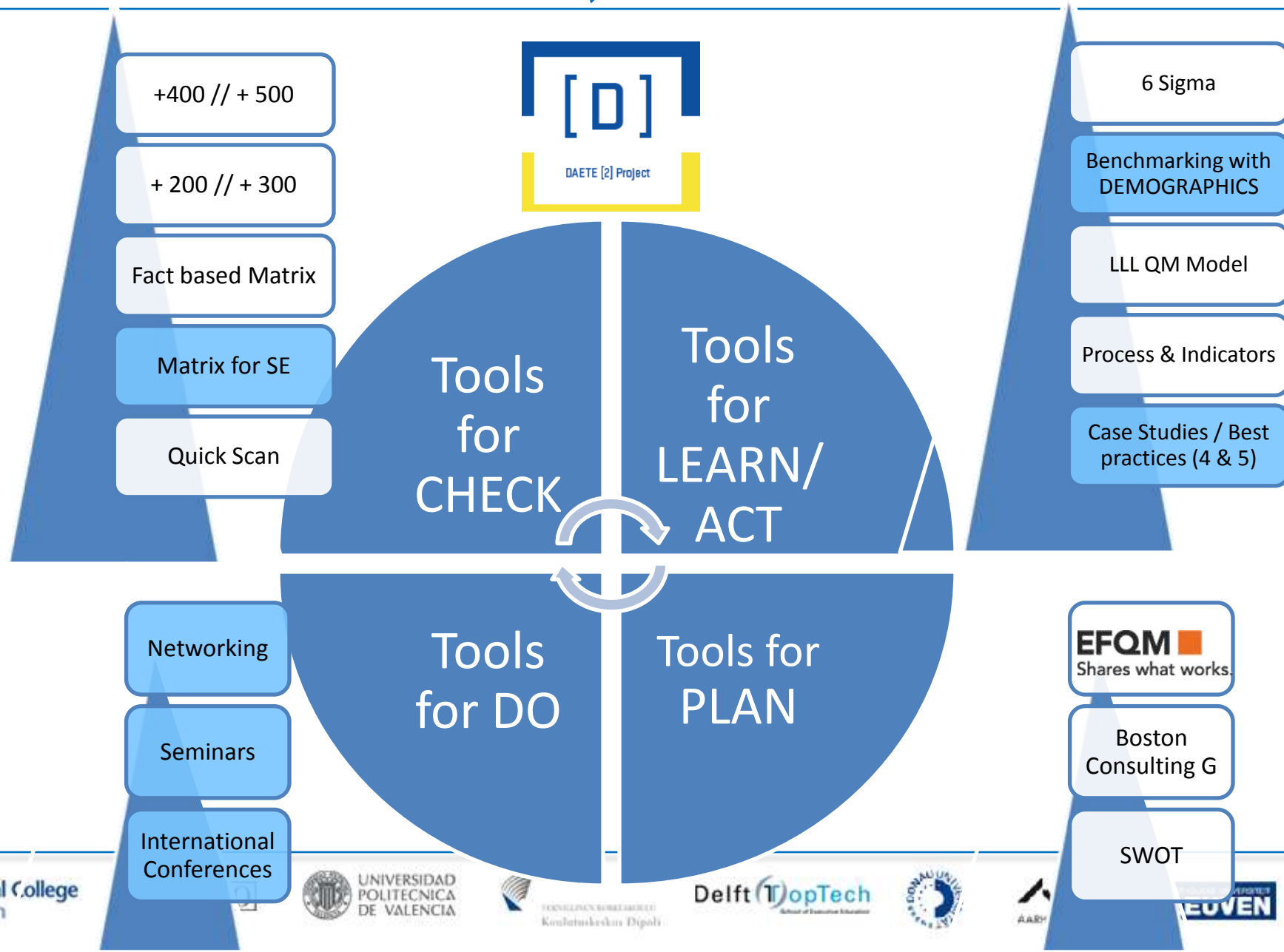
UNI-QM Tools inside the PDCA, tools to initiate JOURNEY



UNI-QM Tools inside the PDCA, tools to initiate JOURNEY



DAETE 2 Tools inside the PDCA, tools to initiate JOURNEY



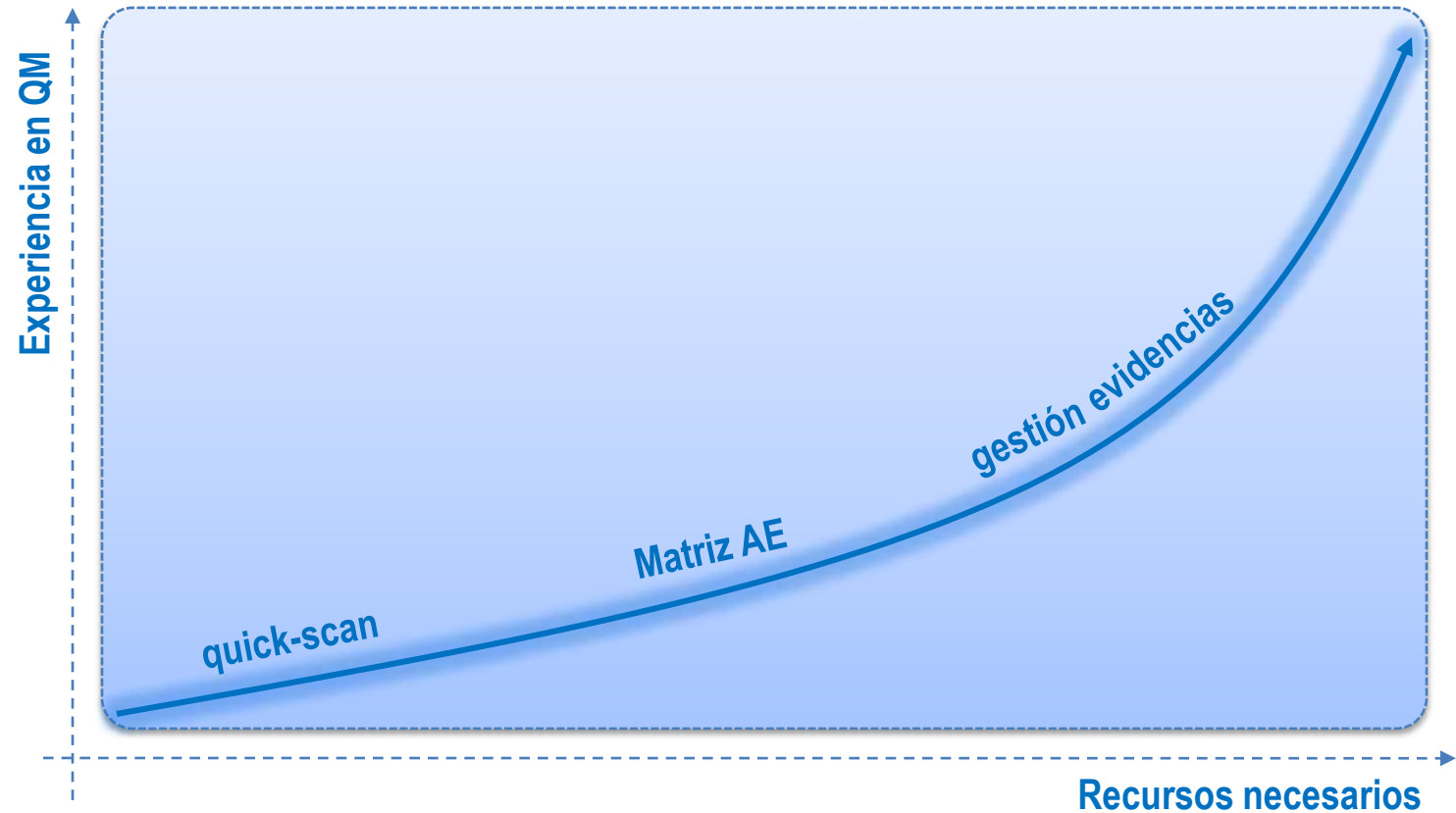


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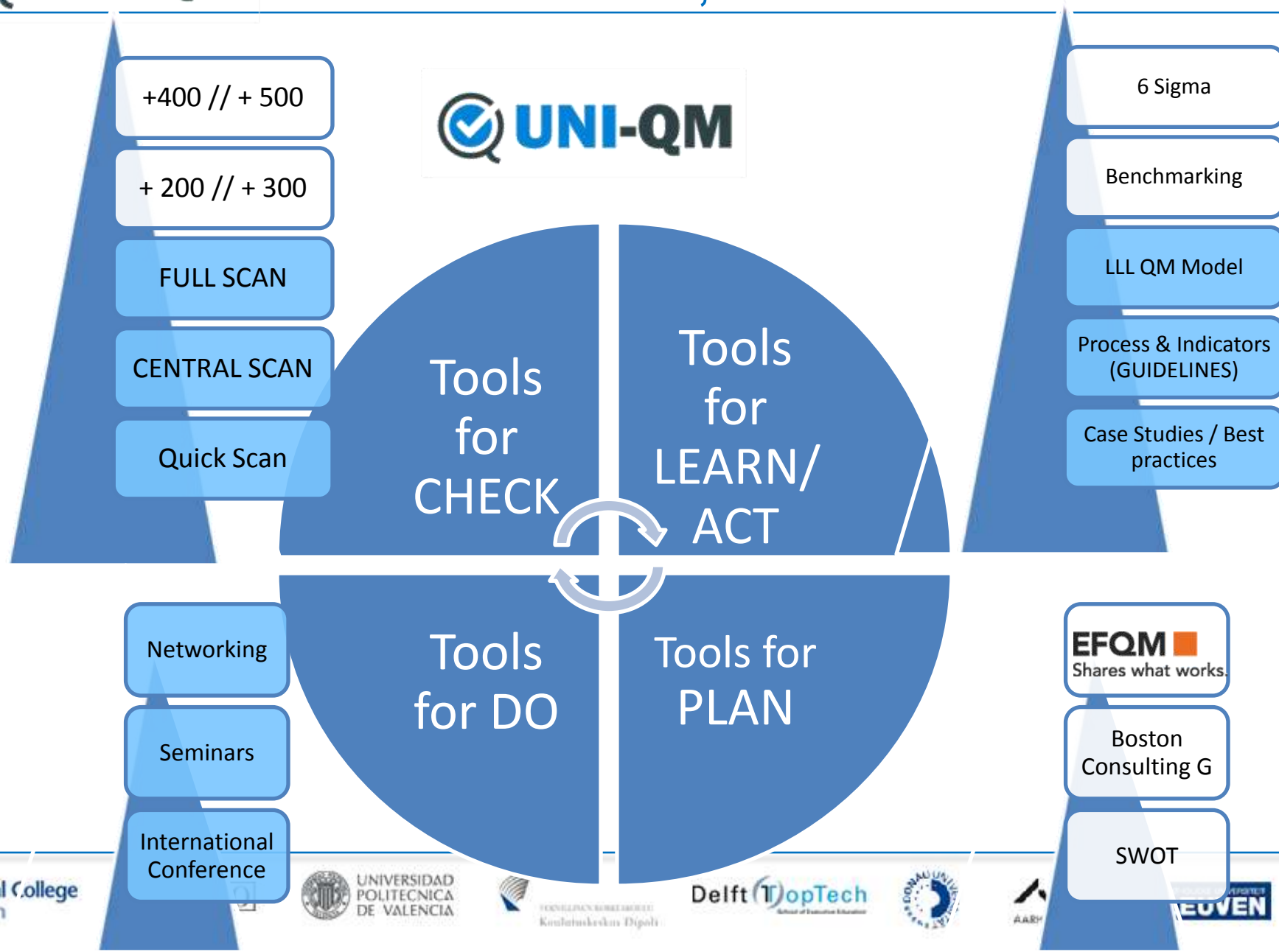
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Improvement learning curve



UNI-QM Tools inside the PDCA, tools to initiate JOURNEY



Matrixes for process evaluation: CENTRAL SCAN

+400 // + 500

+ 200 // + 300

Full Scan Matrix

Matrixes for
PROCESS Evaluation

Quick Scan

☐ Process Self Evaluation

- ✓ Alfa + DAETE +
- ✓ New processes

☐ Procedures

- ✓ Benchmark
- ✓ Evaluate

☐ Process design & maintenance :

- ✓ external evaluation
- ✓ EFQM 2010

Matrices para PROCESOS

+400 // + 500

+ 200 // + 300

Full Scan Matrix

Matrices para
PROCESOS

Quick Scan

☐ Matriz para la Autoevaluación de PROCESOS

- ✓ Alfa + DAETE +
- ✓ NUEVOS procesos

☐ Matriz para evaluar Procesos y PROCEDIMIENTOS

- ✓ Benchmarking: centralizados/descentralizados
- ✓ Evaluación de 1 a 5

☐ Matrix para la Evaluación externa de Procesos :

- ✓ diseño, implantación, mantenimiento y mejora
- ✓ genérico para TODOS los procesos existentes
- ✓ EFQM 2010

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