

# Pre-seminar to the Danube Rectors' Conference Annual Meeting 2010

## Quality Management in Higher Education EFQM as a Tool for Self-Assessment

4th February 2010, 10:00 – 12:30

Dr. Thomas Pfeffer (Danube University Krems / Austria),  
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### **Registration until 28<sup>th</sup> January 2010**

For registration for the pre-seminar, please contact

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### **Frame**

This pre-seminar to the DRC Annual Conference in Novi Sad (4th-6th February 2010) will be organised by the Centre for Continuing Education and Educational Management at Danube University Krems in cooperation with the DRC Higher Education Management Group.

The seminar will put the need for quality management in the context of recent trends in higher education policy, explain the EFQM excellence model and introduce selected quality management tools from two European projects, namely the UNI-QM and the Trans-SAETO project.

### **Participants**

Academic managers, faculty members and administrative staff at higher education institutions, who want to learn about quality management and EFQM as a tool for organisational self assessment in higher education.

### **Learning Outcomes**

- Participants will be able to put the need for comprehensive quality management in the context of larger developments in higher education policy
- Participants will understand the basic concepts of the EFQM model for organisational excellence as a framework for the self-assessment and the continuous improvement of higher education institutions
- Participants will learn about the different tools, which are based on the EFQM approach and adapted for educational organisations

### **Content**

Universities all over Europe are confronted with a paradigm shift in higher education policy from a system of traditional state control towards a system of more institutional autonomy, combined with an increased demand for accountability. While in the past universities had been merely asked for compliance to state regulations, they are now increasingly held responsible for developing their own strategic goals, for negotiating them with their stakeholders and for achieving them through self management.

As a result of this paradigm shift, universities are increasingly held responsible for their own organisational development, the positioning in their environment and the quality of their products. To meet these challenges, different approaches for Total Quality Management (TQM), especially the excellence model proposed by European Foundation for Quality Management (EFQM), help higher education institutions to create comprehensive self-descriptions and self-assessments, which are prerequisites for establishing a quality circle or a continuous improvement process.

EFQM is the TQM approach, which is used as the conceptual basis in the following two projects:

#### *UNI-QM*

The project UNI-QM (European University Quality Management Tools for Lifelong Learning) developed a common model that includes a range of standard management processes and assessment indicators of lifelong learning institutions. The project also developed a set of support tools to implement this new model.

<http://www.cfp.upv.es/webs/uniqm/inicio/index.jsp>

#### *Trans-SAETO*

Trans-SAETO (Self Assessment for Educational and Training Organisations) is a project that pilots and implements a previously developed software solution for quality management in education and training in at least 30 different schools and universities with a focus on the German speaking parts of Europe.

<http://www.trans-saeto.com/>

<https://moodle.donau-uni.ac.at/moodle-saeto/>