

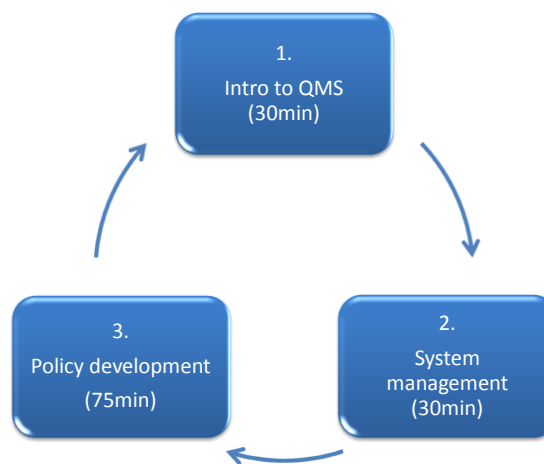
## Developing and Managing Quality Management System Workshop 3



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Quality Advancement Department  
18 August 2015 (3 hours)

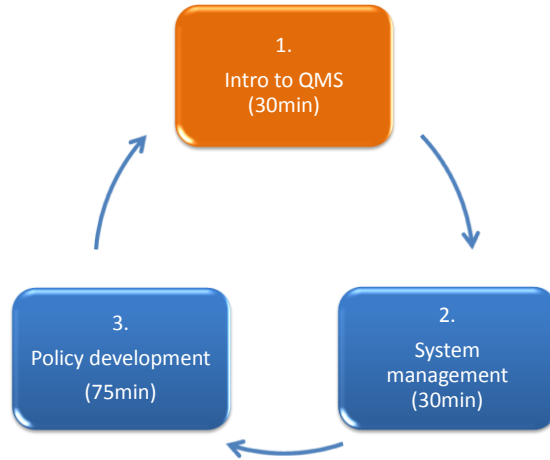
### Quality Management System (QMS) Workshop

1. Institution
2. Responsibility with QMS & years of experience
  - a) management
  - b) development
  - c) policy approval
  - d) implementation
  - e) review
3. Expected reward (able to)
  - a) develop system
  - b) develop policy
  - c) manage system & policy



Disclaimer: (a) Must adapt to context and need, (b) not an substitute to legal advice.

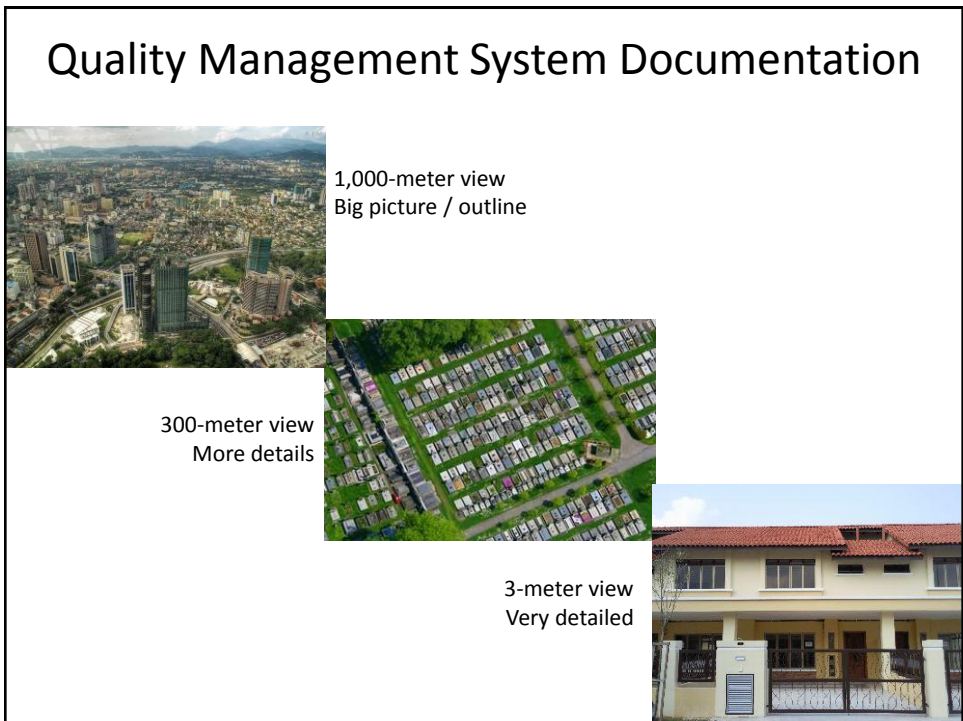
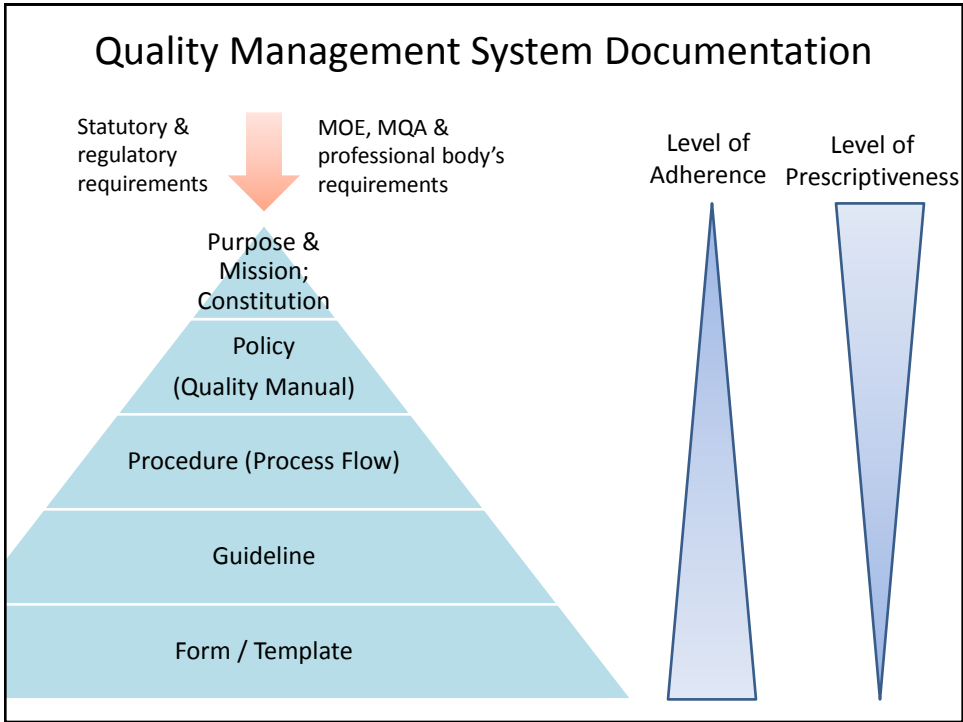
## Quality Management System (QMS) Workshop



## What is a Quality Management System (QMS)?

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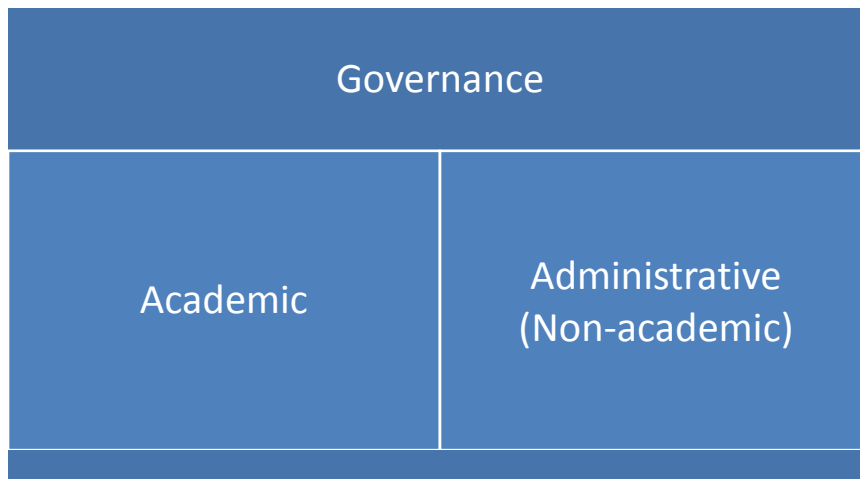


## Quality Management System Documentation

Constitution	A body of fundamental principles according to which a university is governed
Policy	A concise, formal and mandatory statement of principles and rules, which influence and determine major decisions and actions in a given area
Procedure	Statement of mandatory steps that are required to implement an activity in compliance with a policy, to meet its intent
Guideline	Detailed advice or guidance, describing good practices in implementing policies or procedures
Form	For collecting information, usually to do with activities performed or results achieved or for guiding procedural steps involved in order to achieve compliance with the policy or procedure

*Source: Taylor's University Policy*

## Categories of QMS Documentation



## Rewards for Maintaining QMS

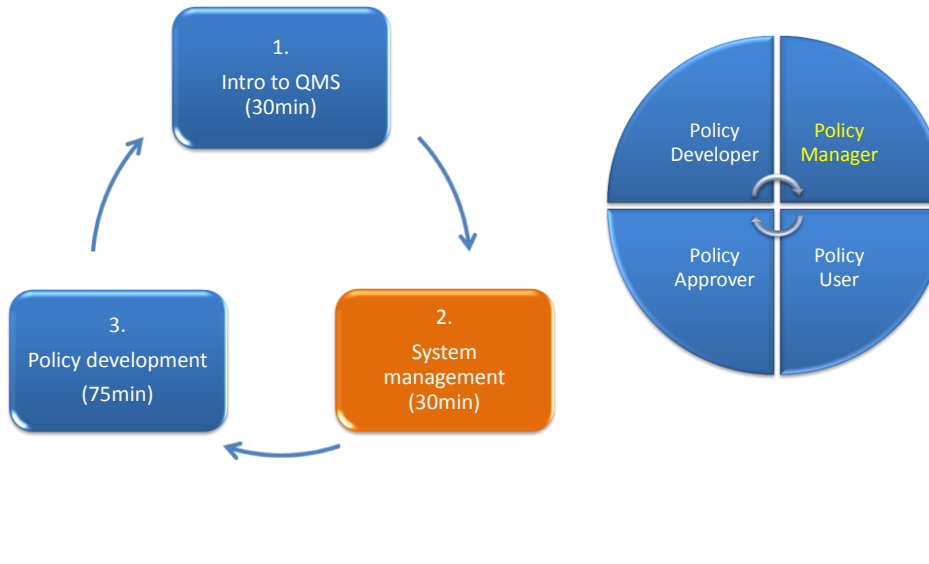


## Discussion: Key Challenges [10min]

No	Stages	Challenges



## Quality Management System (QMS) Workshop



## Policy Gatekeeping

- Policies tend to proliferate without coordination
- Considering request for a new policy:
  - Any existing policies relevant to the matter?
  - Is a new policy the best solution?
  - Could it be covered by adding a section to existing policy?
  - Should it be addressed as procedure or process flow?
  - What human behaviour are you seeking to either promote or discourage?



## Institutional Policy Manager's Responsibilities

	Description	V	I
1	Keep senior management informed – gaps & OFIs		
2	Argue for resources		
3	Monitor external developments requiring changes to policy		
4	Work with legal advisors to ensure alignment		
5	Provide effective tools and advice to policy developer		
6	Take interest in all aspects of the institution's operation to identify policy gaps		
7	Maintain reasonable understanding of policy content		
8	Maintain network with staff to assist with policy projects		
9	Market policy to staff and student actively		
10	Ensure online policy repository is comprehensive and usable		
11	Monitor policy compliance		
12	Support evaluation of policy implementation		
13	Facilitate policy review		
14	Maintain network with other institutions' policy managers		

Source: *Policy without (Much) Pain* (2013)



## Discussion: What makes a good policy manager / developer?

	Skills	Personal qualities
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

## What makes a good policy manager / developer?

### Skills

- Stakeholder management
- Project management
- Research, analysis & synthesis
- Knowledge of institutional activities and processes
- Build network within & outside
- Facilitation, presentation
- Negotiation, persuasion
- Marketing
- Writing

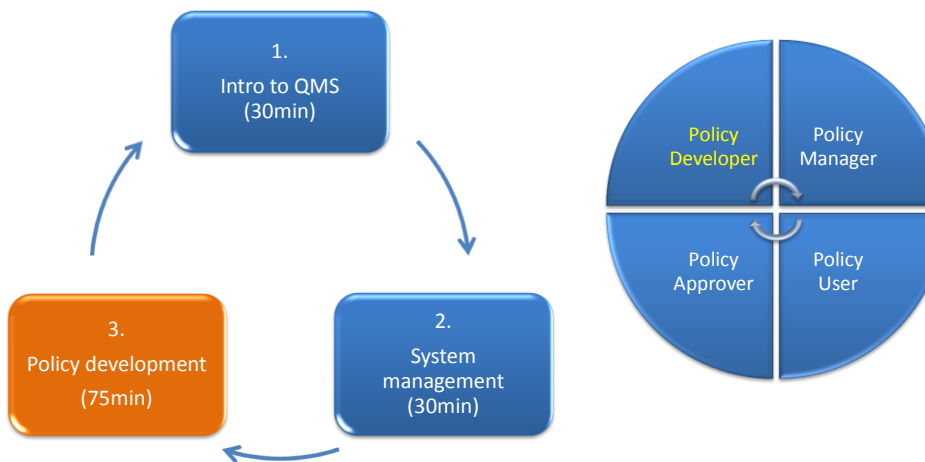
### Personal qualities

- Listen and reflect
- Patience and determination
- Flexibility and pragmatism
- Alertness to risk
- Attention to detail
- Lateral thinking, curiosity
- Initiative and assertiveness

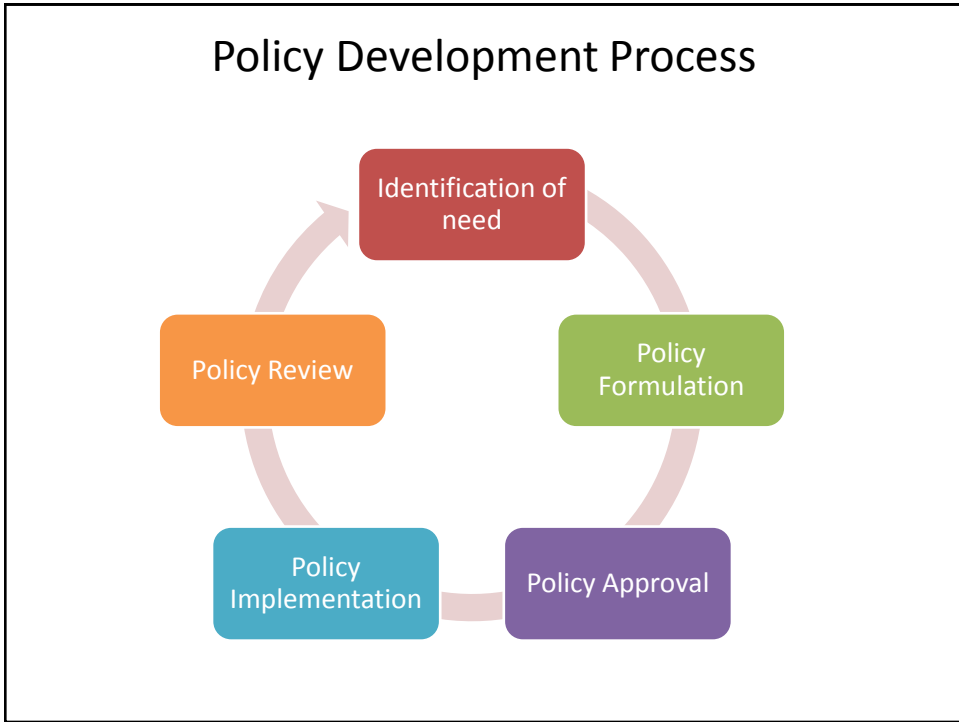


Source: *Policy without (Much) Pain* (2013)

## Quality Management System (QMS) Workshop







## Policy Development

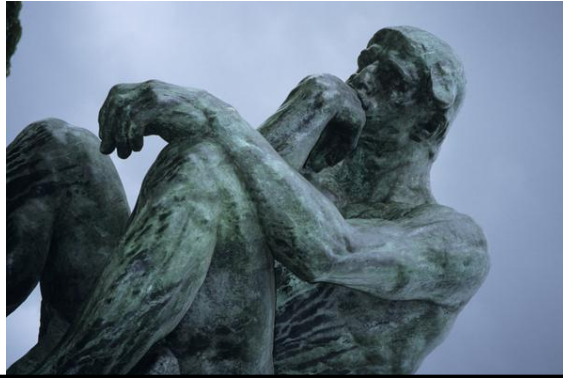


## Group Activity



## Reflection

- Most interesting points
- Have part of your questions answered?
- Which area would you like to have more discussion in the future workshop?



**Congratulations!**