

**UNIVERSITY OF SZEGED**

**STANDARDS FOR QUALITY  
IMPROVEMENT**

**27 June, 2022**

**SZ-13/2021/2022**

## **PREAMBLE**

The University of Szeged (hereinafter referred to as SZTE) is committed to quality assurance in all its activities, and therefore it establishes a quality management framework in order to fulfil its basic, auxiliary, supplementary, teaching, research, medical, artistic creative, business management and other operational activities. The purpose of the quality management framework for the activities of SZTE is to provide and constantly improve its high-level service in education, research and development, artistic activity, health care and services, as well as management and institute management.

## **PART ONE**

### **GENERAL PRINCIPLES**

#### **Chapter I: Basic elements of quality management at SZTE**

Section 1 (1) The purpose of the Standards for Quality Improvement (hereinafter referred to as Standards) is to define SZTE's quality improvement activities within the scope of university regulations thereby providing a framework for the dynamic control of quality-related activities at the University.

(2) In order to achieve quality-oriented management, SZTE adopts an integrated quality management system (hereinafter referred to as IQMS).

(3) The integrated quality management system of SZTE is harmonised with the assigned tasks of the departments, as well as with the respective operational and management parameters in order to ensure the designation of development directions and objectives, the measurement of target achievement and the planning and implementation of necessary actions.

Section 2 (1) The integrated quality management system of the University of Szeged shall be operated as follows:

a) Self-assessment: An SZTE-wide self-assessment is carried out on the basis of a predefined set of criteria every 3-5 years.

b) Establishment of the institution's quality improvement objectives: The results of the self-assessment and the institutional strategy should be used to define the institution's quality policy, overall quality improvement objectives and sub-objectives.

c) Planning of quality improvement: A quality improvement programme is drawn up, which sets out the objectives to be achieved in a one-year period (development cycle). At the end of the development cycle, the target and actual values of the target indicators are evaluated at the level of the departments and the institution as a whole. On the basis of this evaluation, development objectives and the activities undertaken to achieve them can be adjusted.

d) The implementation of quality-oriented management and the quality improvement process: University processes are regulated as part of the IQMS, which is described in detail in the Integrated Quality Management Manual laid down and published in a separate directive.

## **Chapter II: Territorial, personal and temporal scope of the quality management system of SZTE**

Section 3 (1) The scope of the Standards covers all teaching and research units (all faculties, the Albert Szent-Györgyi Clinical Centre and the research units outside the faculty), service units and central management and administrative units, as well as the lecturers, researchers, non-teaching staff and students listed at the units above who have a contractual, legal relationship with the University.

(2) Quality assessment in the framework of the quality management system of SZTE covers:

- a) each department of the institution separately,
- b) the institution as a whole.

(3) Quality-oriented management covers:

- a) each department of the institution separately,
- (b) the institution as a whole.

## **PART TWO: THE INTEGRATED QUALITY MANAGEMENT SYSTEM**

### **Chapter III: General rules of the integrated quality management system**

Section 4 (1) The integrated quality management system shall be governed by the Organisational and Operational Rules and Regulations of SZTE, as well as its annexes and appendices. The system integrates the management system of the entire institution in relation to the regulation, monitoring, assessment and modification rules of the organisation in accordance with international standards.

(2) The integrated quality management system shall provide a comprehensive quality improvement solution for the entities within its scope.

(3) The quality-oriented management is closely linked to quality assessment; together they form the integrated quality management system.

(4) The present system is to be considered as a framework; thus the fulfilment of the objectives can be further specified in the departments of SZTE by establishing quality management subsystems that specifically regulate the achievement of the objectives.

(5) The integrated quality management system has a modular structure; individual management systems can be developed separately, but in terms of documentation they shall comply with the documentation and process structure of the central quality management system to create a single integrated quality management system.

## **Chapter IV: Organisation of the integrated quality management system**

Section 5 (1) The Rector and the Chancellor of SZTE have a shared responsibility for quality management at SZTE.

(2) The operation and coordination of the integrated quality management system of SZTE is carried out by the Director General for Strategy as the head of the integrated quality management system of SZTE (IQMS head), *in accordance with Chapter VII (10) of the Organisational and Operational Rules and Regulations of SZTE.*

(3) The institutional-level coordination and operational implementation of quality management tasks are carried out by the Directorate General for Strategy and Development under the supervision of the head of the integrated quality management system of SZTE (IQMS head).

(4) The quality management system is monitored by the Quality Improvement Committee of SZTE.

(5) The management, coordination and administrative tasks of quality management at SZTE as well as the storage of data are performed by the SZTE Directorate General for Strategy and Development.

(6) The supervision of quality management in education and research in the faculties is carried out by the Quality Improvement Committees at the faculty level, whose chairperson and members are appointed by the Dean of the Faculty.

(7) The methodological, coordination and administrative tasks arising in connection with the operation of the quality management system of the teaching, research, service and functional service units are carried out by the respective organisation of the unit or, failing this, the quality manager of the unit.

(8) The detailed description of the tasks and responsibilities is laid down in the Integrated Quality Management Manual of SZTE.

## **Chapter V: Entry into force of the Rules and Regulations**

Section 15 (1) The Senate of the University of Szeged reviewed and adopted the "Standards for Quality Improvement" at the University of Szeged on 27 June 2022 as university resolution SZ-220-XIII/2021/2022. (VI.27.).

(2) These Standards shall enter into force on 01 July 2022. At the same time, the former Quality Assurance Regulations adopted by the University of Szeged as university resolution No 136/2010 shall be repealed.

(3) The Standards are continuously available at the following link: <http://www.uszeged.hu/szabalyzatok>

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