



Study No. (2)

Mechanisms to build a system of total quality management in
Al Zaytoonah University of Jordan

Prepared by: Dr. Firas Mohammed Al Izza/ Director of Quality
Assurance Office at the University

In University of Jordan book "The laws, regulations and instructions for 2008 and its amendments until 22-05-2008; the provisions of Article (6) / B, related to the Council of Trustees of the University, specifically in the fourth item on the powers and responsibilities of the Board of Trustees, as follows:

"4 - Lay the foundations for monitoring the quality of education at the university and its specifications, using specialized regional or international bodies."

In Handbook on Procedures and criteria for quality assurance in higher education institutions of Jordan / issued by the Higher Education Accreditation in 2009, on page No. 68 on the twelfth Standard - Quality Assurance Management:

It looks at the quality adjustment and its management as an organized process through which the institution stands on its work to implement its determined responsibilities and duties according to the quality standards and the regulations in force by the Jordanian Quality Assurance and Accreditation institutions body; to ensure keeping the institution's mission, name, goal, purpose, and academic activities; in addition to the teaching quality that is offered to students. These requires finding special office at the institution works to present evidences, proves, and clues that assure doing its role and achieving its targets actively and truly with consistency.

Indications lead to implementing this side of the standard:

Finding quality Bureau conducted by qualified and efficient individuals having key role in implementing the institution targets through all the planned and organized processes which are significant to ensure that the practices and programs of Higher Education Institutions apply the standards that are supposed to be provided to graduate qualified students fulfilling the expected professional roles for the bosses and ensure achieving laws-----

From the mentioned earlier, we conclude that the accreditation body has helped us in the first step: the selection of policies and standards of quality through our use of the international and local bodies; as sketched for us the road map through the procedures guide and quality standards, which provides for the commitment of twelve standard for quality, as shown in table (1). Our educational institutions have to determine the office to ensure quality as a second step to launch the project of building the quality system.

Table (1) quality standards for institutions of higher education

No.	Standard	Sub-items of the standard
01	Vision, mission, goals and planning	<ul style="list-style-type: none"> • Vision and Mission. *Planning and efficiency.
02	Educational programs and their effectiveness	<ul style="list-style-type: none"> • General requirements. • Planning and evaluation. • Bachelor's degree. • Graduate Studies. *Academic staff (postgraduate).
03	Students and student services	<ul style="list-style-type: none"> • The objectives of student services and organization. • General responsibilities for the programs of students' development. • Students' academic assessment and record labels. *Student Services.
04	*Members of academic staff	<ul style="list-style-type: none"> • The selection of members of the teaching staff. • Assessment of academic members. • Instructions for academic members • Professional growth of the academic members.
05	*Scholarship, scientific research and innovations	<ul style="list-style-type: none"> * Scholarship • Scientific research. • Creations.
06	*Library and information sources	<ul style="list-style-type: none"> • The library. • Sources of information and services. • Facilities and access. • Management and human staff. *Planning and evaluation.
07	Governance and management	<ul style="list-style-type: none"> • System of governance and management in the organization. • Governance Council (Deans). *Leadership and management.

08	Financial Resources	<ul style="list-style-type: none"> • Financial planning. • The adequacy of financial resources. • Financial management. * Financial Investment and development.
09	Material sources	<ul style="list-style-type: none"> • Teaching and supporting facilities. • Equipment and resources. *Planning for natural sources.
10	* Institutional Integrity	<ul style="list-style-type: none"> * The institution shows interest in the professional and ethical standards of its management and operations. • The institution evaluates its operations and policies to ensure the continued integrity on an ongoing basis. * The institution shows its commitment to free seeking and acquiring knowledge.
11	*Interaction with the community	<ul style="list-style-type: none"> • Programs, studies and projects that serve the community. • Procedures and budget to follow-up these projects. • Conduct surveys to identify problems and find solutions to support the local community. • The institution has to provide accurate and correct information in its evidences and publications for the society. * Conducting studies to determine the impact of implemented projects, and make recommendations
12	*Quality Assurance Management	<ul style="list-style-type: none"> • Find quality office managed by people who are qualified to ensure achieving the quality system and provide evidences for that.

Quality Assurance Office Site of the University organizational structure:

Figure (1) shows the site of the Quality Assurance Office, and its relationship to the two following committees:

1 - The Committee which is responsible for Quality Assurance Office. It is called the Supreme Committee for Quality Assurance; its decision is to adopt any document related to quality whether it is a model or work instructions or work guide or etc. It also calls for the Office of Quality Assurance to submit periodic reports on its work (plans and achievements).

2 – A Committee in which the Quality Assurance Office is responsible for it; it is called the Executive Committee for Quality Assurance. It is a Committee that concerns on the Application of the decisions of the Supreme Committee for Quality Assurance and supervised by and is led by Director of Quality Assurance Bureau.

3. Related to the above, the location of the Office of Quality Assurance is a link between the two Committees; its task is preparing documents and reports, save them, and follow up its implementation, and commitment to the provisions of all employees at the university.

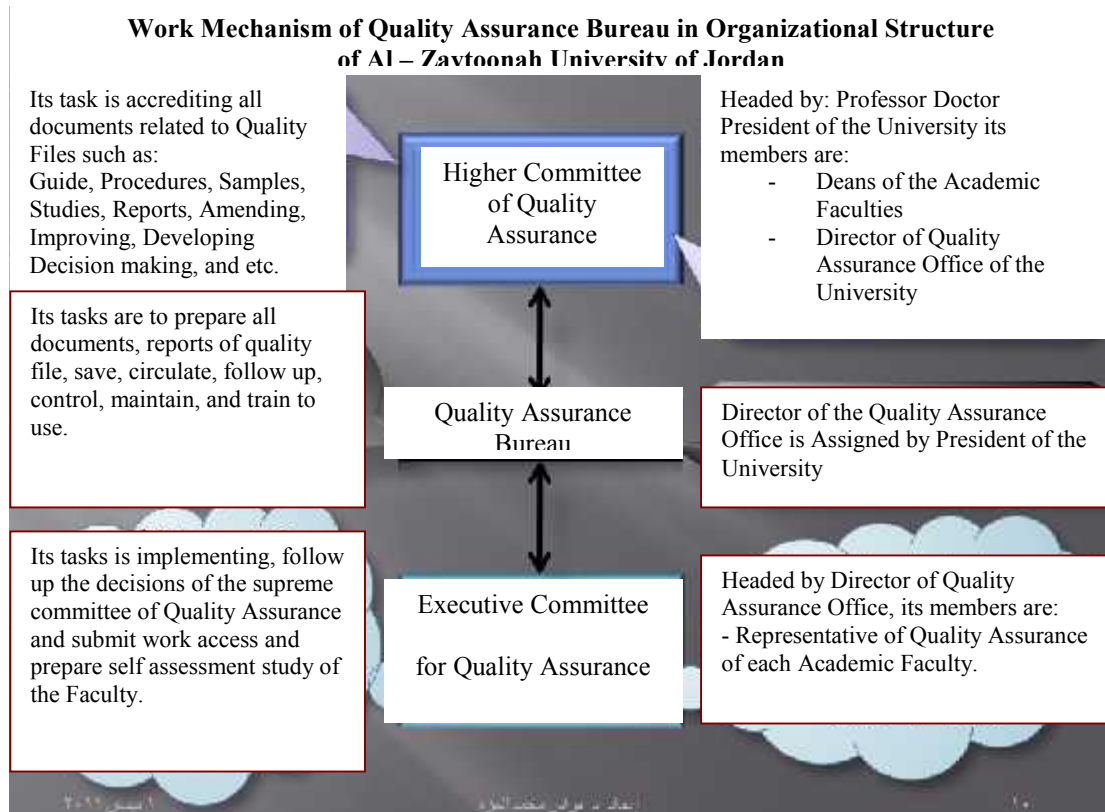


Figure (1) Quality Assurance Office Site at the university organizational structure

References:

1. An international standard, the central secretariat of ISO, Geneva, Switzerland, 2005. <http://www.iso.org>
- 2 Program of total quality management expert, the Arab Organization for Administrative Development, "Arab League", Cairo 2005.
- 3 University of Jordan / book of laws, regulations and instructions - 2008 (includes legislations and amendments 26.05.2008).

-
- 4 Handbook on Procedures and criteria for quality assurance in higher education institutions of Jordan / Accreditation Commission of Higher Education.
 - 5 Rules and regulations followed at Al Zaytoonah University of Jordan - Documents, 2009-2010.
 - 6 Dr. Firas Mohammed Al Izza, Quality Management Guide in the Faculty of Science and Information Technology, Al Zaytoonah University of Jordan, 2010.
 - 7 Procedures review , Faculty mission, objectives, and vision –Al Zaytoonah University of Jordan / Faculty of Science and Information Technology.