

To see the process click on its name

### Strategic processes

#### Drafting and Review of the Quality Policy and Objectives

- **Drafting and review of the Quality Policy and Objectives**

#### Quality Assurance of Programmes

##### **Design and validation of programmes**

- ↳ *Planning the design of new programmes and technical proposals evaluation*
- ↳ *Programming and authorizing the implementation of studies*
- ↳ *Realization and implementation of the Programmes's on-line teaching model*

- **Monitoring and Periodic Review of Programmes**
- **Modification of Programmes**
- **Suspension of Programmes**
- **Renewal of Institutional Accreditation**
- **Publication of information on the Programmes**

#### Definition, Review and Improvement of the Internal Quality Assurance System (IQAS)

- **Definition, review and improvement of the IQAS**

#### Definition of Academic Staff Policies

- *Maintenance of staff and teaching planning*

### Operational processes

#### Access, admission and enrolment of students

- **Access, admission and enrolment of master's degree students.**
- **Access, admission and enrolment of bachelor's degree students**
- ↳ *Planning and organisation of the enrolment*
- ↳ *Implementation of the enrolment*
- ↳ *Dissemination of information to students*
- ↳ *Assessment of the user's satisfaction*

#### Development of Training Programmes

- **Development of Training Programmes**

#### Management of Student mobility

##### **Incoming mobility ETSE**

- ↳ *Incoming mobility*
- **Outgoing mobility ETSE**
- ↳ *Outgoing mobility*

#### Management of the Curricular External Practicals

- **Management of the External Practicals**

#### Management of the Final Project

- **Management of the Final Project**

#### Student guidance

- **Student guidance**
- ↳ *Professional guidance*

### Support processes

#### Management of Installations, material resources and services

- **Management of Installations, material resources, and services (Centre)**
- ↳ *Incidents comprehensive management of installations*
- ↳ *IT incidents*

#### Management of the teaching resources

- **Management of the teaching resources**
- ↳ *Selection, hiring and welcome of Staff*
- ↳ *Working life of Staff*
- ↳ *Assessment and Promotion of Staff*
- ↳ *Payroll Management*
- ↳ *Social Security Management*
- ↳ *Management of Pension Plans*
- ↳ *Dissemination*
- ↳ *Management of Staff's training*

#### Management of Quality

- **Documental control and evidences**

#### Inquiries, complaints, claims, suggestions and congratulations

- **Inquiries, complaints, claims, suggestions and congratulations**

STAKEHOLDERS REQUIREMENTS

SATISFACTION OF STAKEHOLDERS

NOTE: The processes managed by the center are identified in bold. In italics are identified the processes managed in a cross-sectional way that do not depend on the center