

Jamk University of Applied Sciences

Little Quality Manual

Familiarize yourself with the Jamk quality management system
with the help of this Little Quality Manual!

This is the accessible version of the Jamk Little Quality Manual. You can find the original version and more information on quality development at Jamk University of Applied Sciences at jamk.fi/quality.

Jamk Quality

At Jamk, quality means doing the right things and doing things right. Choosing the right things is based on the expectations of our interest groups.

Jamk analyses the expectations of its interest groups and predicts changes in them. These expectations are taken into account in Jamk's strategy and objectives.

- Students expect to gain a place in working life through expert teaching, good guidance, study flexibility and good working life connections.
- Working life expects competitiveness to be renewed through skilled experts, a successful RDI and service business and continuous learning.
- The staff expects a UAS community that offers the basic conditions for good operations, such as facilities and equipment, the opportunity to develop and collaborate with working life.
- Jamk University of Applied Sciences Ltd. and the Ministry of Education and Culture expect university level quality, i.e. quality, profitability and societal impact that meet the requirements.

Quality at Jamk emphasises the practically oriented aspects of academic quality. Quality is a multidimensional phenomenon: it is related to both the operations of the UAS community and the results and impacts achieved. The starting point for quality is a competent and developing UAS community that works for the benefit of students and clients.

The following picture helps us understand the issues that are important in maintaining and improving quality. It illustrates how education, RDI and service business form two intertwining paths. Through them we look at the quality from the aspects of resources, processes, results and impacts.

The resource for education, RDI and the service business is a competent and developing UAS community. At the heart of the educational processes are inspiring and collaborative learning processes. As a result of learning, the student acquires competence fulfilling the needs of working life and capabilities for continuous learning. At the heart of the RDI and service business processes is the RDI work and services that exceed clients' expectations. The result is the strengthened competitiveness of the clients. As an impact of education, RDI and service business, society and working life receive skilled specialists, innovations and entrepreneurship.

Student Orientation

Student orientation means that the studies are organised in a flexible way. Students can choose how to acquire the skills required for completing a degree or teacher education. Later in working life, the alumni can build the skills they need on their life-long learning path, using the services provided by the institution. The teacher acts as a coach who supports the student's learning process. The key tasks of the teacher are specifying the

learning needs with the student, supervising the individual learning process effectively and assessing learning outcomes in a reliable way. The entire staff participates in guiding the students.

Client Orientation

Client orientation in RDI and service business activities means that the services are based on a robust understanding of working life and the needs of clients. The clients' needs are analysed first, followed by a dialogic creation of solutions that meet or even exceed expectations. This process ensures long-lasting and constantly developing client relations. The services are produced flexibly and in a goal-oriented manner, using the best expertise available. Client orientation also means being interested in the outcomes and long-term effects achieved.

Jamk Quality System

Quality is managed through a quality system. The quality system is described in the Jamk Quality Manual, from which this Little Quality Manual is abridged. In addition, Jamk has an electronic Process Manual (TOKA) describing the most important processes. The processes are structured into core processes (education, RDI and service business), as well as supporting management processes and support processes.

Our Principles Are To

- promote quality at Jamk University of Applied Sciences (Jamk quality)
- improve our work and results continuously and renew our ways of operating (the CATCH idea)
- strengthen a quality culture that involves the members of the academic community and external interest groups.

Changes in the operating environment affect the expectations of Jamk's interest groups. Jamk analyses and predicts changes from the point of view of its basic mission and objectives. Quality management is based on the principle of continuous improvement: 1) planning, 2) action, 3) follow-up and evaluation and 4) quality improvement. As a result, Jamk provides its operating environment with competence and competitiveness that are based on its strategic choices.

The quality system consists of the following elements:

Planning

- Vision, mission, values
- Strategy, Agreement with the Ministry
- Budget

- Plans.

Action

- Management and organisation
- Operational principles and process descriptions
- Human resources
- Partnerships.

Follow-up and Evaluation

- Indicators
- Feedback
- Evaluations.

Quality improvement

- Daily learning
- Continuous improvement
- Strategic renewal.

Quality Management in Education, RDI Activities and Service Business

Quality in Education – Quality as a Part of Everyday Life Throughout the Studies

Education planning

Working life

Feedback

Skilled staff

Foresight

Strategy

Stakeholders.

Starting studies

Curriculum

Personal Learning Plan (PLP)

Recognition of Prior Learning and Experience

Degree Regulations

Pedagogical Principles.

Guidance

Principles of Guidance

Tutoring, study counsellors

University communications.

Study

Pedagogy

Student orientation

Flexibility

Skilled staff

Working life networks.

Other influencing factors: e.g. transferable skills, exchange and internship, RDI activities, Labs.

Underlying services and systems: Moodle, O365, Online services, Peppi, Intranet, Library, Jamko, Wellness services, Student services.

Assessment and Evaluation

Learning outcomes

Assessment criteria

Self-evaluation

Peer review

Feedback to student.

Feedback and development

Course feedback
Mid-term feedback, continuous feedback
Grumble Week
Graduand feedback
Career follow-ups
Evaluations and accreditations
Periodic evaluation.

Improvement

Course Implementers
Head of Departments
Quality Actors
Management.

Final stage of studies

Thesis and development project
Employment
Degree, qualifications and competence
Certificate
Continuing education and life-long learning, alumni.

Quality in RDI Activities – Creating Competence

Operating environment

Knowing the operating environment and identifying working life needs as the basis of RDI activities and development
Influencing factors: Municipalities and the State, EU, Associations and foundations, Companies as well as Jamk's strategy and its focus areas and the objective of reinventing higher education.

Idea

Describing the project idea
The director decides to move the idea forward
The resources are pre-arranged
Jamk's RDI principles are followed.

Planning

The principles of open RDI are taken into account
A project plan is prepared
Funding is planned and a funding application is made
The project plan is evaluated
The director approves the funding application
The president decides on applying for funding.
The planning is influenced by the managers, unit directors, specialists, planners, RDI

services.

Systems: Reportronic and the financiers' systems.

Funding

Negotiating with the financiers

Getting the funding decision

Reserving resources.

Implementation

The project is implemented according to the project plan and the funding decision

Responding to feedback and making the necessary improvement measures.

The implementation phase is supported by Jamk's project instructions.

Closure

Collecting the feedback that will be utilized in further development

Project evaluation

Compiling the project results (products, services, publications) and distributing them

The principles of open science are taken into account.

Improvement

Project implementers and RDI services improve the RDI activities

Making use of feedback in improving operations

Immediate feedback throughout the project.

Quality in Service Business – For the Client's Competitiveness

Customer relationship management

Newsletters, offers

Customer events, meetings

Partnerships

Long-term client relationships.

Identifying client needs

Continuous client relationship management

Identifying the client's needs during the encounter

Leads

Client interviews

Jamk's objectives.

At the background e.g. networks, client events, visits abroad and fairs.

Recording the lead

A member of the Jamk community records the lead in CRM

The lead is delegated to the right person in Jamk.

Contacting the client

The expert or salesperson in Jamk contacts the target of the lead or the client submits a request for proposal. Working life networks.

Service planning

Service planning together with the client

Jamk offers a ready-made service

The partners are called for implementation

Risk analysis

Background checks

Resources are pre-arranged.

Submitting the request for proposal in CRM

Templates for requests for proposals

The delegation rules

The resources are reserved.

If necessary, Financial Services and other support services will participate in the submission of the proposal. Analysis if the proposal does not proceed to the contract.

Order/Agreement

The person in charge accepts the order

The offer will be converted into an order in CRM

The contract is signed according to authorities:

Under 30 t€, manager

30-100 t€, director

Over 100 t€, president.

The service will be provided as agreed

Continuous feedback

Corrective measures

The manager contacts, if necessary.

Client feedback

Feedback request to the client

The person in charge handles the feedback

Summary of the feedback to the management team

Invoicing.

Quality Management Organisation

Quality management is a shared issue of the entire University of Applied Sciences: the staff, students and customers implement it together. The UAS community is committed to promoting quality culture:

- the staff and students are responsible for the continuous improvement of activities
- the managers and executives set an example on excellence
- the customers provide feedback and development suggestions
- the quality officers are responsible for the functioning of the quality system.

In the organisation of Jamk University of Applied Sciences, the following actors are responsible for quality management:

- Management: Rector / President, Vice Rector, Director of Administration
- Jamk Management Team
- Quality Manager and Quality Team
- Units: Director, Quality Officer, School Management Team.

Familiarize yourself with the Jamk quality management system on Jamk's website or intranet! jamk.fi/quality



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