

Quality Policy





University of Thessaly

Master in Business Administration

1.1 Quality Policy of University

The quality assurance policy of the Postgraduate Program (PP) is directly linked to the Quality System (QS) of the Department of Business Administration (DBA) and the Quality System of University of Thessaly (UT). Basic tool, for promoting the policy of University of Thessaly with the aim of ensuring quality in all areas of activity, is the "Policy Plan of the Foundation for Quality Assurance (Rector's Council at the meeting 168/12-10-2021).

This plan is based on the philosophy of offering high quality education to students through the promotion of knowledge and research. At the same time, it aims at the recognition and attractiveness of the undergraduate and postgraduate programs for the next decade at the national level, as well as the international acceptance of the Department's ongoing research work. It also includes policies and measures related to quality and excellence by motivating and giving the opportunity to students, teachers and administrators to achieve their potential and successes in all areas.

Quality Assurance is considered to be the noblest path to motivation, effort and continuous improvement. For this reason, the University pursues quality both in teaching, learning and research, as well as in services to society. The University's Internal Quality Assurance System summarizes the implementation procedures for the next 4 years, alongside the Foundation's strategic planning:

1. Improvement of the quality indicators of all units of the University (teaching and research evaluation, submission of evaluation reports of the departments, qualitative and systematic updating of the websites)
2. Provide incentives to attract highly trained scientists, stable and decent living and working conditions, remuneration to achieve quality and excellence in the academic community.
3. Development of motivational strategies for students, teachers and administrative staff
4. Activating processes that will make the University more attractive to students and staff
5. Promotion of admission procedures of the University to selected international university ranking lists
6. Creating a climate of excellence, through student reward programs, research achievements, etc.

1.2 Quality Policy of MBA

The main objectives of the DBA at the high strategic level are presented using the balanced scorecard and are presented in a supervisory way in the figure below. Finally, included in the quality strategy is the commitment of the department and the coordinating committee of the PP for continuous improvement of all the above dimensions and monitoring the progress of this improvement with multidimensional indicators that include the quality of the educational and research work, but also two other dimensions that they mainly focus on:

1. In the absorption / adjustment of the graduates by the labor market after obtaining their degree, the feedback from them for the adaptation of the study program to the current developments of the labor market and
2. In the satisfaction of the graduates with the level of knowledge, skills, attitudes and behaviors they received during their studies, but through the prism of their professional occupation and utilization of the title they have received.



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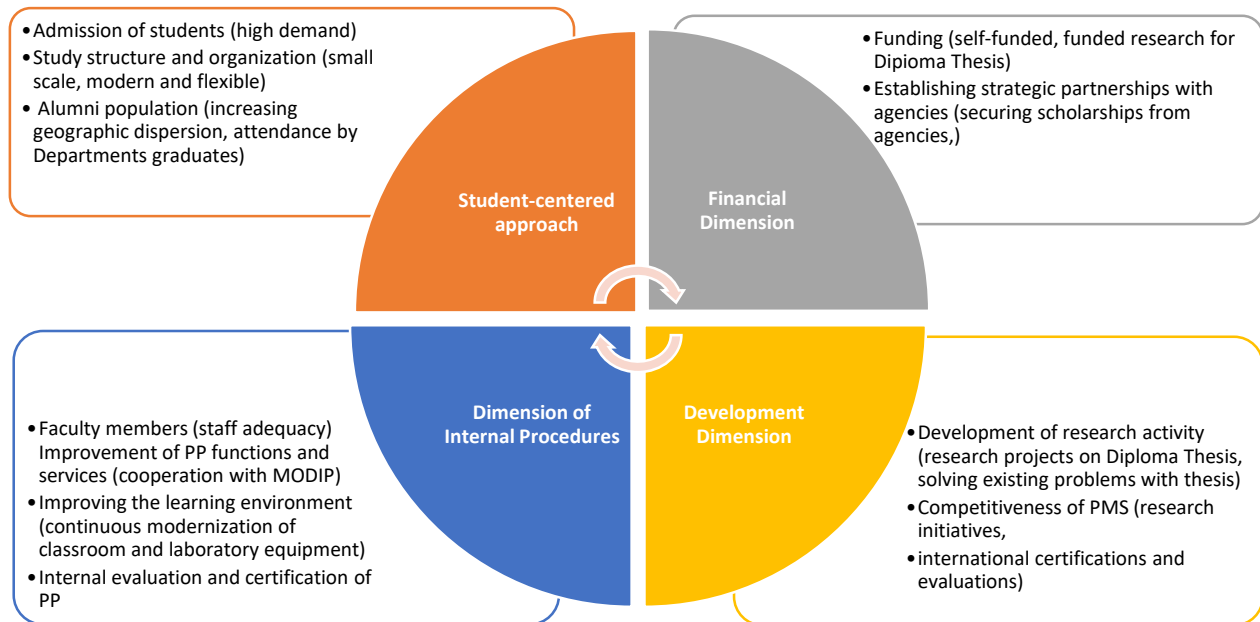


fig.-1.2.1: Balanced Scorecard for PMS Strategy 1.2.1 Aim

The quality policy confirms the commitment of the PP Graduate Program Administration to quality issues and defines the MBA approach to quality and its duration. The quality policy

- Describes the quality framework.
- Identifies the desired outcomes of the quality framework implementation.
- Identifies the people involved and the responsibilities.
- Supports the mission and strategy of PP.
- It guarantees the reduction of the institutional risk undertaken by PP in its effort to monitor, evaluate and improve the Quality System (QS) it has adopted.
- Supports the implementation of the policies, procedures, instructions, manuals and forms of the University of Thessaly and Department, where the PP belongs.

1.2.2 Scope

This quality policy concerns PP, its community (teachers, students, administration staff), as well as its administrative support. This policy must be followed by those who directly or indirectly support the implementation of the QS of the MODIP of UT in MBA.

1.2.3 Responsibilities

The administration of PP is responsible for drawing up the quality policy. Responsible for monitoring its implementation is the administration of PMS MBA in collaboration with the OMEA of the Department.

The Quality Assurance Unit (MODIP) of the UT is responsible for the formulation of the QS, while the Steering Committee of the PP is involved in its implementation.

1.2.4 Policy Statement

The PP intends to adopt and fully implement the QIS (Quality Information System) in order to improve the quality of its offered services, through which it will inspire its students to achieve their educational goals, the local community of the Thessaly region and the scientific community in general.



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The commitment of the administration of PP to quality is expressed by the adoption of the QIS of the UT., the performance of which is constantly measured and evaluated.

The success of the QIS at the PP level will be achieved when:

- The quality goals set by the UT.
- The processes performed within the PP are consistent with the objectives and gather feedback for their continuous improvement.
- The collection of data from students, educational staff and other stakeholders will be a useful source so that the administration of PP knows which points are performing well and which points need improvement.

1.2.5 Quality Framework

The quality framework adopted by PMS MBA was presented in section 1.1 and has as its individual objectives:

- Ensuring that the PP achieves the desired level of study quality and operation, as defined in its regulation.
- Ensuring that PP complies with the legal framework that regulates its establishment and operation, in order to achieve the continuity and certification of the guaranteed level of its educational services

1.2.6 Policy Objectives

The quality and performance of the QIS is continuously monitored, measured and evaluated by MODIP. The political objectives concern the desired results of the implementation of the QS, namely:

- The achievement of a high level of educational services of PP, in accordance with the specifications defined in its establishment and mission.
- The continuous improvement of the provided educational services of PP.
- The adoption of the QS which will guarantee to those involved the high level of educational services of PP, but also which will certify the commitment of PP to its mission.
- The harmonization with the legal framework and the regulations that define and regulate the operation of the PP.

Each of the political objectives can be assigned to quality indicators that will be measured and evaluated at the pace set by the SP.

1.2.7 Admissions

The quality policy can only be achieved through the organization's commitment to the principles of QA and continuous efforts to implement and maintain it. For the implementation and success of the QS, the administration of PP is committed to having all the necessary infrastructure and tools available, while quality is placed at the top of the strategy of UT and of the DBA where the PP belongs.

1.2.8 Policy Content

The quality policy of PMS recognizes the mission of PP and harmonizes with the quality policy of UT and with the DBA quality policy.

Specifically, the quality policy recognizes the following priority axes:

- Alignment and focus on achieving the PP mission

- in the specialization of notable graduates of the Higher University Institutions for their employment in Public Sector organizations, but also in existing small and medium enterprises, utilizing the science of business administration,
- in the modernization of the organizations and businesses themselves, but also in ensuring the success of programs and projects aimed at the development of the Region of Thessaly and the country in general,
- to promote knowledge in the specific subject of the program,
- in the development of research in the field of business administration.



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- Focus on improving the PMS and achieving the goals of the DBA and the UT.

- Emphasis on the student and student-centered teaching.
- Production of new high-level knowledge through research produced at PP.
- Improving the attractiveness of PP, DBA and UT.
- Improving the human resources of the PP.
- Continuous improvement of the educational services provided.

- Measurement and evaluation

- Monitoring and evaluation of administrative and educational processes.
- Streamlining and optimizing administrative and educational processes.

The above priority axes shape some sub-priorities for the PP quality policy as follows:

	<i>Quality policy priority</i>	<i>Description</i>
1	Leadership	Useful and transparent administration, which will determine the objectives of the QS. In addition, it will inspire teaching and administrative staff while encouraging excellence in learners
2	Student-centered approach	The education services provided recognize each student as unique. Therefore, measuring student satisfaction and improving educational outcomes is a value of PP.
3	Improvement of human resources	The assurance that the trainees will acquire high-level knowledge, in line with the PP specifications and with the modern trends in the PP area. In addition, performance monitoring, ongoing training of teaching staff and the selection of distinguished trainer-partners is a prerequisite for the success of the PP
4	Internal procedures	Adherence to the procedures described in the PP regulation, monitoring and improving them through the MODIP of the UT. In this way, the proper functioning of the PMS will be ensured.
5	Resources	Securing and proper use of human and material resources to achieve the educational goals of the PP