

**Regulation No. 1
of the President
of the Polish Accreditation Committee
of 24 April 2013**

**on the quality management system
of the Polish Accreditation Committee**

On the basis of art. 7 (3) (7) of the Statutes of the Polish Accreditation Committee of 10 November 2011, I decide as follows:

§ 1

I hereby implement the quality management system of the Polish Accreditation Committee, constituting an annex to this Regulation.

§ 2

In order to execute this resolution I appoint Ms. Izabela Kwiatkowska–Sujka as Quality Management System Plenipotentiary.

§ 3

This Regulation shall become effective on the day of its signing.

§ 4

Regulation no. 10/2011 of 1 December 2011 on the rules of proceedings of the Polish Accreditation Committee and Regulation no. 8/2012 of 12 April 2012 on the establishment of criteria and procedures for the appointment of the Polish Accreditation Committee experts shall be repealed on the date of signing the Regulation.

PRESIDENT
OF THE POLISH ACCREDITATION COMMITTEE

Marek Rocki

Annex to
the Regulation No. 1 of the PKA President
of 24 April 2013

**INTERNAL QUALITY MANAGEMENT SYSTEM
OF THE POLISH ACCREDITATION COMMITTEE
(POLISH: POLSKA KOMISJA AKREDYTACYJNA - PKA)**

Definitions:

quality policy – a part of the strategy of the organisation which refers to the operation, development and improvement of the quality system. It contains declarations relating to the requirements, continuous improvement and assignment of resources necessary for the development of the system, identification and fulfilment of needs and expectations and the objectives of quality. The quality policy is a public document. It constitutes the basis for defining objectives and tasks in the implementation of processes and provides a framework for the continuation and improving the objectives of the organisation and its activities;

process – a set of activities aimed at the achievement of a particular result;

procedure – a mode of process implementation, containing a description of scheduled activities to be carried out in order to achieve a particular result;

record – a document presenting achieved outcomes or evidence of research conducted;

process model – a graphic representation of a group of processes and their interrelations;

communication channel – methods of communicating with the external environment;

PDCA cycle – the Deming cycle (Eng. Plan-Do-Check-Act) – a diagram illustrating the basic rule of continuous improvement. The Deming cycle is implemented in four stages relating to planning, implementation and continuous improvement.

The identification of key processes enabling the Polish Accreditation Committee to implement tasks entrusted to it in connection with the requirements formulated in the Act of 27 July 2005 Law on Higher Education, secondary legislation and in the “European Standards and Guidelines for Quality Assurance in the European Higher Education Area” form the basis for the development of the internal quality management system.

The model of the quality management system in the Polish Accreditation Committee operates in the PDCA cycle related to the planning, implementation, supervision and continuing improvement of the identified processes.

- **Plan** – establishment of a policy, identification of purposes, processes, responsibility, procedures and tools necessary for the implementation of PKA’s tasks in accordance with the requirements laid down in the national legislation and with the expectations of stakeholders and the policy of the organisation,
- **Do** – implementation and application of policies, supervisory measures, processes and procedures, methods of objective achievement and appropriate tools.
- **Check** – monitoring and measuring of processes and their outcomes in relation to the policy, objectives and the requirements they face,
- **Act** – undertaking actions aimed at the continuing improvement of the quality management system.

I. GENERAL PROVISIONS

§ 1

Scope of the system

1. The scope of the quality management system covers the remit of the Polish Accreditation Committee set out in the Act of 27 July 2005 – Law on Higher Education.
2. The application of the system refers to the bodies of the Polish Accreditation Committee, Chairs and members of sections operating within areas of study, and all Committee experts

as well as – to a necessary extent – employees of the Bureau of the Polish Accreditation Committee.

3. The organisation and operational arrangements of the Polish Accreditation Committee and the detailed competence of its bodies shall be determined in the Statutes of the Polish Accreditation Committee. The organisation and operational arrangements of the PKA Bureau shall be determined in the Organisational Regulations issued by the President of the Committee.

§ 2

Objectives of the system

1. The ultimate goal of the quality management system is to raise the effectiveness of activities undertaken in relation to the implementation of the mission statement and strategy of the Polish Accreditation Committee, their continuous improvement, as well as to ensure that the statutory tasks are implemented in a way that guarantees the repetitiveness of quality characteristics.
2. The specific goals of the system are:
 - ensuring professionalism and objectivism in the scope of projects implemented,
 - providing resources guaranteeing high standards in project implementation,
 - continuous improvement and development of the quality management system,
 - improvement of communication channels and of cooperation with Committee stakeholders,
 - shaping pro-quality attitudes.
3. The efficient implementation of objectives is possible thanks to the implementation and maintenance of process – based approach to quality management in the Polish Accreditation Committee and to the following activities:
 - identification and registration of quality problems resulting from implemented tasks and from the functioning of the system,
 - correct planning and supervision of implemented tasks.
 - improving qualifications and gaining new competences by persons working on behalf of the Committee,
 - ensuring a correct information flow inside and outside the Committee,
 - making all persons working on behalf of the Committee aware of the quality policy and its objectives,
 - shaping the quality culture of the Committee by enforcing the compliance of activities undertaken by members, experts and employees of the Bureau with procedure requirements and developing a feeling of joint responsibility for quality as well as facilitating the initiation of quality changes,
 - organising audits and system reviews and undertaking preventive and corrective actions.

§ 3

Responsibility

1. The President of the Polish Accreditation Committee shall supervise the internal quality management system. Additionally, the President:
 - shall coordinate work on the development of the quality policy,
 - shall make Regulations relating to the implementation, maintenance and improvement of the quality management system, including the determination of procedures,

- shall provide organisational conditions indispensable for the functioning and improvement of the quality management system,
 - shall approve internal and external communication mechanisms,
 - shall promote quality awareness and the process attitude to the management of quality.
2. The President shall appoint the Quality Management System Plenipotentiary, whose responsibilities include:
 - implementation and maintenance of the quality management system in accordance with a schedule developed by himself,
 - preparation of an internal audit plan, appointment and training of auditors,
 - preparation of annual system reviews,
 - participation in activities aimed at the performance of cyclical external reviews of the Polish Accreditation Committee by external bodies,
 - presentation of periodical reports on the functioning of the system to the President, taking into consideration information relating to the needs resulting from the development and improvement of the system,
 - supervision and monitoring of activities aimed at improvement while preserving system integrity during the introduction of changes,
 - undertaking activities aimed at the dissemination of knowledge of the requirements and functioning of the system among persons working on behalf of the Committee.
 3. The Chairs of individual sections of study areas personally supervise processes in their Sections and shall be responsible for:
 - monitoring of the correctness of processes implemented in the Sections,
 - raising awareness of the requirements of the quality management system among section members and experts cooperating with the sections,
 - initiation of corrective and preventive actions,
 - presentation of periodical information on the implementation of processes in the section to the Quality Management System Plenipotentiary, including annual reports and information on needs resulting from development and improvement.
 4. The responsibility of members and experts of the Polish Accreditation Committee has been laid down in the Statute and in the Code of Ethics, and elaborated on in the procedures adopted.

II. PLANNING

§ 1

Policy

1. Planning in the scope of quality management in the Polish Accreditation Committee is an uninterrupted process, implemented especially by way of:
 - identification of the vision, mission statement, strategy and quality policy,
 - identification of quality objectives,
 - identification of processes and their interrelations,
 - determination of resources,
 - determination of responsibilities and procedures, including those relating to quality improvement,
 - development of a task implementation schedule.
2. The vision, mission statement, strategy and quality policy shall be adopted at plenary sessions of the Polish Accreditation Committee and communicated to the Committee's internal and external stakeholders.

3. The quality policy and quality objectives are connected with the mission statement and strategy of the Committee and constitute the basis for the implementation of the quality management tasks of the Polish Accreditation Committee.

§ 2

Processes

1. All processes indispensable in the quality management system have been specified in the Process Model constituting Annex No. 1 to this document.
2. Objectives, procedures and the scope of responsibility at particular stages of process implementation have been determined for each specified process (Annex No. 2).
3. The implementation of the processes shall be monitored and supervised in accordance with the requirements laid down in the national legislation and in the internal regulations of the Polish Accreditation Committee and shall take into consideration indispensable equipment and the qualifications of human resources.

§ 3

Resources

1. Indispensable resources shall be provided for the purpose of the functioning, improvement and development of the quality management system of the Polish Accreditation Committee.
2. Resource management shall be implemented by the President of the Polish Accreditation Committee in accordance with the national legislation and the internal regulations of the Committee, including the necessity to preserve transparent criteria and procedures.
3. The needs and plans of the Polish Accreditation Committee formulated in relation to its resources shall be communicated to internal and external stakeholders.
4. The Polish Accreditation Committee shall apply mechanisms that do not cause conflict of interests and shall enforce their application in the work of its members and experts.

§ 4

Procedures

1. Procedures applied in the work of the Polish Accreditation Committee shall indicate the way of the implementation of a process or a part thereof, responsibility of persons undertaking activities at its various stages, rules of activity documenting, including sample records.
2. The procedures shall be made accessible to the internal and external stakeholders of the Polish Accreditation Committee on its webpages.
3. A list of processes and procedures constitutes Annex No. 3 to the quality management system.

§ 5

Schedules

- I. For the tasks of the Polish Accreditation Committee long-term and short-term schedules shall be drawn up in accordance with the procedures and/or responsibilities.
- II. The work schedules of the Polish Accreditation Committee shall be adopted in a resolution of the Committee Presidium.
- III. The indispensable scope of planning tasks of the Polish Accreditation Committee has been included in the procedures of implementation of designated processes.

III. IMPLEMENTATION

§ 1

The implementation of processes resulting from the quality management system shall be supervised by authorised persons in accordance with the adopted procedures.

IV. VERIFICATION

§ 1

Monitoring and measurement

1. The Polish Accreditation Committee shall monitor and measure the effectiveness of all processes in relation to the policy implemented, objectives and the requirements set for the processes relating to quantity (among other things determined in the schedules and indicators) and to quality (among other things in the national legislation and internal regulations).
2. The following shall be applied in the measurements:
 - a) External feedback mechanism,
 - Surveys administered to higher education institutions,
 - 'Quality mailbox',
 - Cyclical external reviews of the PKA activity, carried out by national and international institutions
 - b) Internal feedback mechanism
 - Surveys administered to PKA members and experts
 - Opinions formulated on the subject of quality problems by members, experts and employees of the Bureau,
 - Internal audits,
 - Reviews of the management system
 - Cyclical self-evaluation of PKA's activity.
3. The detailed principles of monitoring and measurement of process effectiveness have been indicated in the procedure of performing a review of the quality management system.

§ 2

Analysis

1. The analysis of monitoring and measurement results shall serve the purpose of the determination of the effectiveness of the system applied and its improvement.
2. The analysis of results shall be performed by persons or sections authorised by the President of the Polish Accreditation Committee who also determines the frequency of surveys.
3. The Quality Management System Plenipotentiary shall be responsible for the current analysis of requests and remarks made by stakeholders and for their forwarding in the form of papers accompanied by proposals of corrective actions to the PKA President.
4. The results of the analyses performed shall be forwarded to the President of the Polish Accreditation Committee and published and the resulting conclusions shall form the basis for possible improvement measures.

V. IMPROVEMENT

§ 1

Reviews

1. The system shall be subjected to annual reviews performed by the Quality Management System Plenipotentiary, aimed at the verification and updating of the quality policy and at the implementation of changes to the system, respecting the rule of its integrity.
2. The quality policy, quality objectives and the results of internal audits as well as the results of internal and external reviews shall be used in the determination of the scope of the process of improvement.
3. The Quality Management System Plenipotentiary shall be responsible for the continuous improvement of the quality management system. The Management of the Polish Accreditation Committee and its Bureau shall also participate in the continuing improvement process by making proposals and initiating improving actions.

VI. FINAL PROVISIONS

§ 1

Communication with stakeholders

Appreciating the significance of new forms of communication and bearing in mind the need for supporting the processes of improvement by dialog with stakeholders, the Polish Accreditations Committee shall hereby introduce:

- freely accessible information panel of the quality management system in the Committee, available at the dedicated address of www.pka.jakosc.edu.pl;
- tools accessible to the public for collecting information from stakeholders in the form of the so-called 'quality inbox' constituting an integral part of the website www.pka.jakosc.edu.pl.

§ 2

IT tools

1. The functioning of the system shall be supported by IT tools ensuring dynamic contents management, allowing for a modular development of the tasks performed, measurement of the effectiveness of the information policy, dynamic response to the needs of the environment, development of modern communication forms and efficient forwarding information relating to the causes and expected results of implemented changes.
2. The system administrator shall be responsible for the running monitoring of the technical aspects of the functioning of the information panel.

§ 3

Collecting information and its accessibility

1. The general rule of the information policy in the scope of the quality management system shall consist in providing public access to data relating to:
 - Quality policy and its objectives,
 - Identified processes,
 - Procedures governing the proceedings of the Committee, its members and experts, and – to an extent resulting from the remit – PKA Bureau employees,
 - Monitoring, measuring, analysing and improving the Committee's activity,
 - Aims and stages of objective implementation.
2. The publically accessible tools for collecting information from stakeholders comprise at least a mechanism for open contact which allows for passing anonymous information to the Committee, that is one that does not require personal contact with the management of the Polish Accreditation Committee, logging in on the webpage or giving identification data.

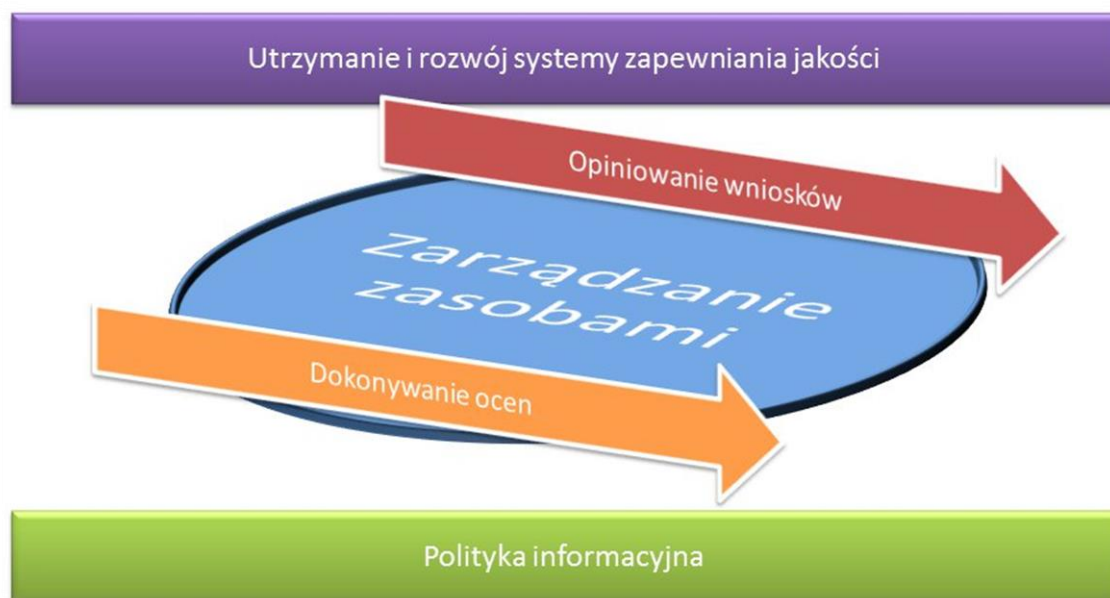
3. In addition, the Committee shall develop the existing forms of closed electronic communication, that is questionnaires addressed to specific groups of recipients and e-voting.

§ 4

Public access

Access to the information panel of the system is ensured directly and with the help of a clear link from the main webpage of the Polish Accreditation Committee (www.pka.edu.pl).

Annex No. 1 Process Model



Utrzymanie i rozwój systemu zapewniania jakości - Maintenance and development of the quality management system

Opiniowanie wniosku – Giving opinions on applications

Zarządzanie zasobami – Resource management

Dokonywanie ocen – Conducting evaluations

Polityka informacyjna – Information policy

Annex No. 2 to the Procedures of:

1. Programme evaluation
2. Institutional evaluation
3. Programme evaluation performed following a higher education institution's request
4. Institutional evaluation performed following a higher education institution's request
5. Programme evaluation performed following the Minister's request
6. Institutional evaluation performed following the Minister's request
7. Follow-up programme evaluation
8. Follow-up institutional evaluation
9. Giving opinions on applications
10. Considering applications for matter re-consideration,
11. Giving opinions on the quality of education in a particular academic unit applying for authorisation to confer the title of a doktor and doktor habilitowany,
12. Publishing information in the Public Information Bulletin and on PKA's website

13. Monitoring of questionnaires
14. Taking minutes of PKA Presidium sessions and Section meetings
15. Effecting foreign travel
16. Circulation of documents relating to public procurement
17. Circulation of contracts and delegations
18. Criteria and procedures for the appointment of experts of the Polish Accreditation Committee.

Annex No. 3 List of processes with assigned procedures and responsibility

Process name	Objective	Procedures	Responsibility
Quality assessment	<ol style="list-style-type: none"> 1. Timely process implementation. 2. Substantive correctness of solutions. 3. Maintenance of agreed quality and quantity requirements. 	Programme evaluation	Chairs and section secretaries, Employee responsible for surveys, Information Security Officer (ISO), PKA Secretary PKA Presidium PKA President
		Programme evaluation requested by a HEI	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary PKA Presidium PKA President
		Programme evaluation requested by the Minister	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary PKA Presidium PKA President
		Follow-up programme evaluation	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary

			PKA Presidium PKA President
		Institutional evaluation	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary PKA Presidium PKA President
		Institutional evaluation requested by a HEI	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary PKA Presidium PKA President
		Institutional evaluation requested by the Minister	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary PKA Presidium PKA President
		Follow-up institutional evaluation	Chairs and section secretaries, Employee responsible for surveys, ISO, PKA Secretary PKA Presidium PKA President
		E-voting procedure	Chairs and section secretaries / PKA President and an employee responsible for e-voting organisation
		Considering applications for re-consideration	Chair and Secretary of the relevant section of areas of study, Chair and Secretary of the Appeal Section, PKA Presidium, PKA President
Giving opinions	1. Timely process implementation 2. Substantive correctness	Giving opinions on applications	Chairs and section secretaries, PKA Presidium,

	of solutions		PKA President
	3. Maintenance of agreed quality and quantity requirements.	Considering applications for mater re-consideration	Chair and Secretary of the relevant section of areas of study, Chair and Secretary of the Appeal Section, PKA Presidium, PKA President
		Giving opinions on the quality of education in a particular academic unit applying for authorisation to confer the title of doktor and doktor habilitowany	Chairs and section secretaries, PKA Presidium, PKA President
		E-voting procedure	Chairs and section secretaries/ PKA President and an employee responsible for e-voting organisation
Resource management	1. Providing appropriate resources	Expert appointments	PKA President and Head of the PKA Bureau, Chairs and section secretaries
	2. Qialification improvement		
	3. Ensuring correct document circulation	Internal training	Quality Management System Plenipotentiary, ISO
	4. Providing appropriate infrastructure, tools and equipment	Effecting foreign travel	PKA Bureau Deputy Director, Chief Accountant, employee responsible for international cooperation, Person outgoing
		Circulation of public procurement documents	PKA Bureau Director, PKA Bureau Deputy Director, employee responsible for public procurement
		Circulation of contracts and delegations	Main Office of the Bureau, section secretaries, PKA Accounts, PKA Bureau Deputy Director,

			Bureau Director
Maintenance and development of the quality management system	1. System improvement	Procedure of collecting and analysing information from stakeholders	PKA President, Quality Management System Plenipotentiary
	2. Monitoring, measurement, analysis.	Survey questionnaire monitoring	Employee appointed by the PKA Bureau Director, PKA Secretary, Quality Management System Plenipotentiary
		Internal audit	Quality Management System Plenipotentiary, external auditor
		Quality management system reviews	Quality Management System Plenipotentiary
		Cyclical, external review of the activities of the Polish Accreditation Committee	PKA Vice-President for international affairs, Quality Management System Plenipotentiary
Information policy	Effective informing of internal and external stakeholders	Publishing information on the Committee's webpage	Appointed PKA Bureau employee
		Managing the information panel of the quality management system	Person appointed by the PKA President
		Taking minutes of Presidium sessions and PKA section meetings	Appointed PKA Bureau employee