

# Abstract

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Saimaan ammattikorkeakoulun auditointi 2017  
(Audit of Saimaa University of Applied Sciences 2017)

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The Finnish Education Evaluation Centre has conducted an audit of Saimaa University of Applied Sciences and has awarded the institution a quality label that is valid for six years from 24 February 2017. The quality system of Saimaa University of Applied Sciences fulfils the national criteria set for the quality management of higher education institutions and corresponds to the European quality assurance principles and recommendations for higher education institutions. The object of the audit was the quality system that the institution has developed based on its own needs and goals. The freely selected audit target chosen by the institution was *International Operations*.

The following were regarded as key strengths of the quality system:

- The development of the quality system as a system has been systematic and has produced results. The institution uses external audits to develop its quality system. The results of an external audit conducted by Karelia University of Applied Sciences have been used to develop the system as a whole. Internal audits have been used systematically in the quality management of education.
- Systematic and established quality management procedures advance the development of degree education and the achievement of goals set for it.
- The administrative and evaluation procedures for research, development and innovation projects are systematic. A separate evaluation and feedback plan is prepared for all projects in order to get relevant feedback that is useful for developing the operations.

Among others, the following recommendations were given to Saimaa University of Applied Sciences:

- The institution should develop systematic procedures for gathering, analysing and utilising information as a management tool concerning its qualitative goals. It would especially benefit the development of the societal impact and regional development work, as well as the development of international operations.
- The institution obtains a great deal of useful information through informal channels. However, due to this informality, for example the feedback given by students during teaching or the information gained while cooperating with external stakeholders might not be fully exploited. The institution would benefit from looking into procedures that would allow systematic utilisation of this kind of information within the quality system. The new procedures, however, should be designed not to cause excess workload.
- The institution has several procedures for developing the quality of its operations, but it does not have a systematic description of the procedures used to develop the system itself. The institution should compile a clear description of the totality of procedures used to develop the quality system.

**Keywords**

Audit, evaluation, higher education institutions, quality, quality management, quality system, university of applied sciences