

ABSTRACT



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Abstract

The Finnish Education Evaluation Centre has conducted an audit of the University of Tampere and awarded the University with a quality label that will be valid for six years from 9 April 2015. The quality system of University of Tampere fulfils the national criteria set for the quality management of higher education institutions, and the system corresponds to the European quality assurance principles and recommendations for higher education institutions.

The object of the audit was the quality system that the University of Tampere has developed based on its own needs and goals. The freely selected audit target chosen by the university was “feedback and monitoring information in degree education”. The following were regarded as key strengths of the quality system:

1. The University of Tampere has strongly developed and renewed its quality system. The renewal has taken into account the recommendations of the previous audit, accumulated experiences and feedback. Development work is continuous, dynamic and comprehensive. Shared goals provide a foundation for quality management covering all operating areas.
2. The quality system is inclusive and elicits commitment. There is a positive attitude towards continuous development of the operations and it is understood that the responsibility for the quality of the operations belongs to everyone. Strong quality culture promotes openness, participation and equality. A strong positive turn has taken place in the quality culture after the previous audit.

3. The quality system is closely linked with strategic development and operations management at all levels of the university's organisational structure and management system. The system combines operating processes in the cycle of quality management and ensures that operations management complies with shared operating methods and guidelines. Quality management is naturally integrated as a part of annual planning.

Among others, the following recommendations were given to the University of Tampere:

1. The audit team recommends that operating manuals of the units and quality documentation is harmonised, however, in such a way that operational differences between various units are sufficiently taken into account.
2. The audit team recommends that as a part of the development of the quality system, the university plans procedures for systematic recognition and dissemination of good practices.
3. The University of Tampere has thus far paid only a little attention to innovation processes and their quality management. The audit team recommends that the university intensifies its measures to promote innovation activities, recognition of innovations and development of innovation services.

Key words

Evaluation, audit, quality system, quality management, quality, higher education institutions, university