



**Reference documents:**

Higher Education Act no. 199/2023

Charter of the George Emil Palade University of Medicine, Pharmacy, Science and Technology of Târgu Mureș

H.G. 1418/2006 for the approval of the External Evaluation Methodology by the Romanian Agency for Quality Assurance in Higher Education, with subsequent amendments

SR EN ISO 9001: 2015 Quality management systems. Requirements

# REGULATION ON THE ORGANIZATION AND FUNCTIONING OF THE QUALITY ASSURANCE DEPARTMENT

**Regulation code: UMFST-REG-45**

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Approved by: Senate

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## Chapter I. General provisions

**Art. 1.** This regulation establishes and offers details about the organization and functioning of the Quality Assurance Department of The George Emil Palade University of Medicine, Pharmacy, Sciences and Technology of Târgu Mureș (UMFST G.E. Palade Tg.Mureș). This department is hereinafter referred to as QAD.

**Art. 2. The mission** of the Department for Quality Assurance is to develop and implement a quality assurance system at the university level, which integrates the following requirements:

- Higher Education Act no. 199/2023
- the normative acts in force regarding the quality assurance in education;
- the quality management standards for which the university is certified;
- specific regulations regarding standards for self / internal evaluation or external quality evaluation for higher education;
- other internal quality regulations.

## Chapter II. Organization and operation of QAD

### Art. 3.

(1) QAD is responsible for the implementation and for monitoring the quality requirements in all processes that take place in the University.

(2) The Department is headed by a Department Director, appointed by the Board of Directors and directly subordinated to the Rector, and he collaborates with the Vice-Rector who has attributions in this field.

(3) Within the QAD exists the position of Deputy Director, who ensures the coordination and monitoring of specific activities in the field of quality for the study programs within the Faculty of Medicine in English, which take place in the Târgu Mureș-Romania and Hamburg-Germany campus.

(4) The Department shall be composed by:

- representatives of the teaching staff from all faculties within the university
- auxiliary teaching staff, which ensures the permanent / specific administrative activity.

(5) QAD coordinates the body of internal quality auditors, composed of representatives of the teaching staff and administrative staff, who have the specific necessary skills / knowledge and ensure the performance of scheduled audits.

### Art.4. The strategic objectives of the QAD are:

- Substantiation and development of a quality management system that integrates all legal and regulated quality requirements, applicable at the level of teaching and support processes.
- Promoting excellence through quality control at the level of all teaching and support processes.
- Increasing the awareness of quality, by developing the system of communication and presentation of quality documents and the results obtained.

### Art. 5. The operational objectives of the department are:

- Integration of the common quality requirements resulting from the provisions of the ISO 9001: 2015 standard, the requirements of ARACIS or other institutions / bodies for external quality assessment for higher education, respectively of the internal managerial control system within the teaching and support processes.
- Continuous monitoring, according to the certification in the field held, the functioning of the implemented quality management system.
- Evaluation of the stage of implementation and effectiveness of quality requirements.
- Continuous elaboration / revision of the documents which regulate the functioning of the quality system in accordance with the established quality requirements by SR EN ISO 9001:2015 standard, the requirements for internal and external evaluation of the quality of education, and of the internal managerial control system in force.
- Monitoring the quality of teaching and support processes, according to the internal regulations in force.



- Initiation, monitoring, analysis of activities for the evaluation of the quality of educational, research and support processes and the dissemination of recorded results.
- Ensuring the maintain of continuous improvement at the level of all processes; monitoring the implementation of improvement measures established as a result of the evaluations.
- Assure adequate data regarding quality, necessary for internal / external self / external evaluations according to the specific regulations regarding the quality assurance of education.
- Improving quality by increasing staff training on quality.
- Development of collaborations with other universities or institutions in the field, from the country and abroad, for the implementation / dissemination of aspects of good practices in quality assurance field.

**Art.6.** The main activities carried out to achieve the operational objectives are:

- performing specific activities for the implementation of an integrated, harmonized system, for monitoring the fulfillment of the requirements of the implemented quality management standard, of the requirements, of the criteria, of the indicators, etc. applicable to self / internal evaluation or external evaluation of education quality assurance, respectively for internal management control;
- coordinating the implementation of the requirements of the specific quality standards applicable at the level of each structure of the University;
- ensuring conditions for assessing the status of implementation and operation of the Quality Management System, which integrates all the applicable quality requirements;
- participation in establishing the structure of the quality management system (QMS) documentation at all the levels of organizational structures within the University;
- record and control of Quality Management System documents;
- coordinating the elaboration, revision, improvement of Quality Management System documents (Quality Manual, regulations, methodologies, system procedures, operational procedures, work instructions, specific reports in the field of quality management, etc.);
- coordinating the application of Quality Management System documents at the level of organizational structures and carrying out evaluation and quality assurance activities;
- the formation, management and continuous update of a database with the general documents / information necessary in the internal evaluation process, respectively for the preparation of visits by ARACIS or other institutions / bodies empowered for external evaluation of the quality of education provided by the university;
- the collaboration with responsables or with the designated commissions for self / internal evaluation or external evaluation of study the programs or, at institutional level, for the preparation of the required data / documents, and for the centralization and monitoring of the evaluation results;
- collaboration with university and faculties CEACs, also for the administrative services or other designated responsables designated for quality assurance for the implementation, monitoring, evaluation and analysis of the specific quality requirements;
- organizing and carrying out internal quality audits to ensure the conformity assessment SR-EN-ISO 9001: 2015, correlated with the other applicable requirements in the field of quality, respectively for internal managerial control;
- coordinating the activity of the body of internal auditors in the field of quality;
- ensuring the methodological and technical framework needed for the periodical evaluation of the teaching and administrative activities, according to the applicable methodologies / procedures;
- centralization the results of the didactic and administrative activity internal evaluations, provided by the internal structures involved; elaboration of the reports needed for the analysis performed by the management;
- centralizing the reports, recommendations, the established measures and collaboration with the management of the faculties / study program managers monitoring their implementation; identifying the good practice elements resulting from the extension of measures and recommendations to similar processes, all in order to improve quality;
- monitoring the implementation and effectiveness of quality assurance and improvement measures processes in UMFST G.E. Palade of Tg.Mures;
- analysis the functioning of the quality management system, preparation of specific reports and dissemination of the results to those interested;
- training, awareness of staff at all hierarchical level on the requirements regarding the applicable quality standards;
- continuous update the quality assurance information on QAD's website.



#### Art.7.

(1) For the achievement of specific activities , QAD collaborates with:

- University Senate
- University Board of Directors
- Commission on Evaluation and Quality Assurance at university level
- Commissions on Evaluation and Quality Assurance at faculty level
- Commission on Evaluation and Quality Assurance for administrative departments/services
- The Commission for monitoring the functioning of the internal managerial control system
- Commissions appointed for self / evaluation of study programs, respectively for the preparation of visits for external evaluation of study programs or at institutional level
- Department of Internal Evaluation of Curricula and University Curriculum
- Process managers (heads of departments within UMFST G.E. Palade Tg.Mureș or other designated persons)
- other persons designated in the quality assurance activities within the university
- institutions, bodies, external agencies, ability to assess quality and grant accreditations, authorizations, certifications in the field of quality.

(2) QAD. meets at the convocation of the Department Director in ordinary meetings, or, whenever necessary, in extraordinary meetings. QAD meetings are chaired by the Department Director or a member appointed by him.

#### Art.8.

(1) The QAD manager has the following attributions:

- organizes, schedules, coordinates, supervises the QAD activity, according to the established objectives;
- leads the QAD meetings;
- is accountable to the Rector for the activity of the QAD;
- informs, depending on the situation, the Board of Directors, the Senate and the Rector on the activity of the QAD;
- coordinates, at university level, the integration of the quality requirements applicable in all processes;
- coordinates the design, documentation and implementation of Quality Management System;
- coordinates and offer assistance at quality assessment activities for the teaching and support processes, according to the applicable regulations;
- coordinates the elaboration and validation of quality documents at university level;
- establishes the program of internal audits in the field of quality.
- coordinates the progress of scheduled internal audits in the field of quality;
- makes proposals for the nomination of the members of the Body of Internal Auditors (BIA);
- coordinates the BIA activity;
- ensures the collaboration with the quality regulatory and with the certification organism.
- initiates the elaboration or revision of the specific organization and functioning documents of the QAD

(2) As a representative of the quality management representative, in addition to the tasks and direct responsibilities of the position, initiates the analysis performed by QAD, in order to establish the effectiveness of the quality management system, formulates views on the strategy to be adopted, in order to improve the effectiveness of the system and of the organization as a whole.

(3) The deputy manager of QAD has the following attributions:

- coordinates, supervises the specific activities in the field of quality for the study programs within the Faculty of Medicine in English, which take place in the campuses of Târgu Mureș-Romania and Hamburg-Germany;
- initiates, develops or revises specific documents of the study programs within the Faculty of Medicine in English, which take place in the Târgu Mureș-Romania and Hamburg-Germany campuses;
- coordinates, monitors the application / harmonization of quality requirements for the coordinated activities, in accordance with the SMC documents and other applicable regulations, specific to the two locations;
- coordinates, monitors the evaluation activities in the field of quality, according to the requirements / regulations applicable in Târgu Mureș-Romania and Hamburg-Germany campuses;



- makes proposals for the adaptation / improvement of some activities in the field of quality, depending on the specifics of the way of organization and operation of the coordinated activities;
- collaborates permanently with the QAD manager, at the level of coordinated activities, communicates the functionality of the SMC and any other needs for improvement regarding the quality assurance;
- participates in the activities of QAD which concern with the operation of the quality management system at university level, according to the responsibilities established by the QAD manager.

**Art. 9.** The Administrative Board may appoint members of the teaching staff as experts to participate in evaluation or quality assurance activities together with QAD, at its request.

**Art. 10.** The annual QAD reports are published on the university's website.

**Art. 11.** The meetings of the department are legally constituted if half plus one of the total number of members is present.

**Art. 12.** Other persons directly involved in the quality management of the University, representatives of the Board of Directors, faculty councils, working committees at university level, faculties, etc. may participate in the meetings.

### **Chapter III. Final provisions**

**Art. 13.** The approval of the Regulation of Organization and Functioning of the Quality Assurance Department is made by the Senate of the George Emil Palade University of Medicine and Pharmacy of Târgu Mureș.

*The Senate of the George Emil Palade University of Medicine and Pharmacy of Târgu Mureș approved the present regulation on April 12, 2024 and, the date on which it entered into force is April 15, 2024.*