

Quality Assurance Policy (Resolution 115/2018)

Universidad Autónoma de Chile

Universidad Autónoma de Chile will assure to develop, maintain and actualize institutional capabilities which will allow to achieve high standards of quality in every dimension of its tasks, orienting the management of its academic and administrative processes to achieve excellence, and promoting the installation of a culture of quality.

Universidad Autónoma de Chile understands quality as a multidimensional concept which refers to dynamic capacities owned by the institution to accomplish its mission, vision, purposes and institutional values, and also achieve the expectations society has upon the University, for which it must reach and keep high performance standards.

Quality Assurance is defined as an articulated set of mechanisms and procedures, formally established and systematically applied that allow to register, evaluate, improve and demonstrate the institution capacities to attain expected results at all levels and dimensions of the University's tasks, establishing that, in order to reach high performance, it will be necessary to guarantee the following aspects of institutional management:

Objectives Quality for Plans and Projects

Objectives that shall be defined in the plans and projects of Universidad Autónoma de Chile must be high quality as they result clear, relevant, challenging, measurable and manageable.

The objectives defined should be relevant in institutional, social and academic terms, this means they must be consistent with its identity, values and the organization strategy. They must fulfil interest groups' necessities, demands and expectations, within the University social context. Objectives also must be framed in the academic project, disciplines and priority areas.

Objectives and goals should be challenging, moving Institution towards better performance considering its own base line as also the rest of universities.

On its formulation, objectives should point clearly the condition that it's pretended to be accomplished, thus they can be useful to orientate decision making within specific situations. Likewise, objectives must be operationalized in one or more goals possible verifiable and measurable through indicators, facilitating estimation and communication.

Defined objectives must be reasonably procurable, considering time, resources and capacities available or those that can be developed. In the case that a strategic objective requires new institutional capabilities, their development need to be specified and included as an additional objective of the respective plan.

Objectives should orientate decision making and resources assignment within University's management processes, being structured and articulated in development, improvement and operative plans relevant for all areas of the institution.

Process Quality Management

Universidad Autónoma de Chile processes will be considered of quality as long as its design is robust, properly documented, and its implementation is consolidated and extended along the entire institution, on permanent evaluation and improvement, as well as articulated with organization's strategy and operation.

University academic and administrative processes design must be inspired by the best practices in higher education, conceptual and technically based on management models internationally validated. Documentation of each process will be constantly updated and available for all users involved.

Organization's key processes design should be implemented consistently in all areas and units that execute them. These definitions have to be incorporated to regular practices through socialization and training to those who execute them, as well as the correct articulation with management systems, supervision and control mechanisms.

Processes should be assessed periodically using metrics oriented to manage effectiveness and associated risks. Evaluations and auditing will be applied to the processes from which actions or improvement plans necessities to adjust aspects of its design and/or implementation will be defined. Supervising best practices and innovation development will become a complementary source for continuous improvement of processes.

Universidad Autónoma de Chile will clearly identify core processes of academic and administrative management, at strategic and operational level, ensuring coherence and integration on its design and implementation. In consequence, the Institution will transit progressively towards a quality management model based on processes.

Results Quality Management

Results reached by Universidad Autónoma de Chile will be understood as fulfilled once they have reached the established plans goals —ideally exceed the goal—, and always showing a positive or increasing trend within the medium term.

Institutional results must be analysed and weighted considering the national and international context of higher education institutions. Results tracking and analysis must be considered a key process to evaluate and continuously improve the Institution academic and administrative management. thought process about comparative tendencies of institutional results must provide feedback for goals to be updated and to improve plans, initiatives and processes.

Quality Standards

Universidad Autónoma de Chile will tend to orientate its academic and administrative management processes according to recognized national and international standards, which will have to be formally integrated into its design and implementation for undergraduate and postgraduate teaching, research, innovation and creation, and public engagement. Orientation towards accomplishment will be considered a minimum requirement to all relevant areas and programs, seeking for increasing levels of performance always aiming for permanent excellence.

Assure Quality Impacts

Universidad Autónoma de Chile must include within its quality requirements the impacts monitoring and improvement on teaching results, research and public engagement. Therefore, impact must be incorporated as a dimension when setting plans goals and objectives, as well as in results management and quality processes management.

Universidad Autónoma de Chile quality impact must become a public and private value which is part of the institutional mission and strategy.

Orientation towards key actors' necessities and expectations

Universidad Autónoma de Chile must integrate to its own definition of quality the satisfaction of key actor's needs and expectations to guarantee institutional development and sustainability, aiming to high levels of satisfaction.

Decision making based on information

At Universidad Autónoma de Chile decision making process, including development plans and improvement plans approval, resource allocation, taking actions and creation of new initiatives, will have to be determined considering verifiable and updated information.

Planification as monitoring achievement standards, at processes and outputs level, have to be based on an institutional analysis basis, supported with evidence built from valid data and reliable and verifiable information, that could orientate quality decision making.

Universidad Autónoma de Chile declares that sustainability of its institutional project depends on supervision, analysis and comprehension of trends, internal capacities and environment factors that could affect its performance, as well as internal capacities to anticipate effective responses in its implementation, which must be within plan development and also in commitments management at medium and long term.

Performance evaluation and accountability

Every academic and management units of Universidad Autónoma de Chile will account periodically for the progress of their actions and goals accomplishment consigned in the institutional planification and other instruments to manage institutional yield. Performance evaluation made by authorities and their work teams will have to consider accomplishment levels, as well as capacity adjustments and processes improvement as well as results under their own responsibility.

Integrity and Transparency

Universidad Autónoma de Chile manifests its commitment with integrity as a constitutive part of its culture of quality, therefore it develops management based on ethical principles aligned with the institutional strategic framework as well as national normative body in force in many fields.

The above must be completed consistently with its intern normative, and its own requirements, also within its communication and appropriation by university community, and on the monitoring of its correct application.

Responsibility and Quality Commitment

Quality assurance is responsibility of every and each unit that build the institution, that share a common concern about committed goals achievement, constituting therefore a fundamental pillar for the correct functioning of a quality policy. Each institutional unit has a responsibility and compromise to ensure an adequate achievement of their own functions.

The Chancellery of Quality Assurance, or the equivalent unit, has a role as facilitator and promoter of a culture of quality, in addition as supporting evaluation for external certification.

Likewise, part of its work is to register, analyse, interpret and transmit information about Institution's functioning - timely and efficiently - with the objective of helping planning, evaluation and continuous improvement.