
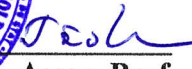


**QUALITY MANAGEMENT SYSTEM**


**REGULATION OF THE ORGANIZATION AND  
OPERATION OF THE QUALITY MANAGEMENT  
DEPARTMENT**

**Edition: 1**  
**Revision: 1**  
**Data: 12.02.2024**  
**Page: 1 of 8**

**REGULATION OF THE ORGANIZATION AND  
OPERATION OF THE QUALITY MANAGEMENT  
DEPARTMENT**

<b>APPROVED</b>	<b>Board of Administration, Minutes no. <u>3</u> from <u>12.02.2024</u></b>	 <b>RECTOR</b>  <b>P.H.D., Assoc. Prof.</b> <b>Natalia GAȘTOI</b>
-----------------	---	--

This document is the property of the Alecu Russo Balti State University.  
It is forbidden to multiply and distribute it without the consent of the University management.

	<b>QUALITY MANAGEMENT SYSTEM</b>	<b>Edition: 1</b> <b>Revision: 1</b> <b>Data: 12.02.2024</b> <b>Page: 2 of 8</b>
	<b>REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT</b>	

## Chapter I

### General provisions

**Art. 1.** The regulation on the organization and operation of the Quality Management Department of the Alecu Russo Balti State University (QMD, USARB) establishes the mission, objectives, competences and responsibilities, structure, cooperation relations with the USARB subdivisions.


**Art. 2.** The Quality Management Department was established on October 1<sup>st</sup>, 2011 by order of the USARB Rector no. 02-147 of 19.10.2011.

**Art. 3.** The Quality Management Department is an executive and advisory structure within the USARB that reports directly to the prime vice-rector for didactic activity in charge of the Quality Management System and which implements the decisions of the USARB Quality Council.

**Art. 4.** The mission of the Quality Management Department is to support the USARB management in the implementation of the University's policy in the field of quality, through the design, implementation, monitoring and continuous improvement of quality assurance and assessment, in compliance with the external requirements specific to quality assurance and assessment.

**Art. 5.** This Regulation is drawn up based on:

1. The Education Code of the Republic of Moldova, Law no. 152 of 17.07.2014;
2. Government order no. 114 of 07.03.2023 regarding the approval of the "Education 2030" development strategy and its implementation program for the years 2023-2025;
3. The institutional strategic development plan of the Alecu Russo Balti State University for the period 2024-2029 approved by the Decision of the Alecu Russo Balti State University Senate, minutes no. 5 of 21.12.2023;
4. Quality Management System Handbook of Alecu Russo Balti State University, Edition 2, Revision 4, approved by the Board of Administration of the Alecu Russo Balti State University, Minutes no. 3 from 12.02.2024;
5. The regulation on the organization and operation of the Quality Council in USARB, Edition 1, Revision 1, approved by the Board of Administration of the Alecu Russo Balti State University, Minutes no. 3 from 12.02.2024;
6. Charter of the public institution Alecu Russo Balti State University, approved by the Senate Decision, Minutes no. 14 of 24.06.2015;

	<b>QUALITY MANAGEMENT SYSTEM</b>	<b>Edition: 1</b> <b>Revision: 1</b> <b>Data: 12.02.2024</b> <b>Page: 3 of 8</b>
	<b>REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT</b>	

## 7. USARB Quality Policies.

**Art. 6.** The following basic notions are used in this Regulation:

- **Corrective action** – action to eliminate the cause of a detected non-conformity or other possible undesirable situation;
- **Preventive action** – action to eliminate the cause of a potential non-conformity or other possible undesirable situation;
- **Quality assurance** – the activities through which the university aims to give confidence that the quality requirements will be met;
- **Beneficiary** – organization or person who receives a product;
- **Quality** – the ability of a set of intrinsic characteristics to satisfy the requirements;
- **Quality improvement** – part of quality management, focused on increasing the ability to meet quality requirements;
- **Continuous improvement** – activities carried out systematically to increase the university's ability to meet requirements;
- **Quality management** – all activities related to quality, carried out within the university. These activities refer to establishing quality policy and objectives, quality planning, quality control, quality assurance and quality improvement;
- **Quality manual** – document describing the university's Quality Management System;
- **Services** – support activities that contribute to the effectiveness of the programs provided to beneficiaries, to the development of training programs or to the realization of scientific research;
- **Quality Management System** – management system through which the university is oriented and kept under control in terms of quality.

## Chapter II

### The objectives of the Quality Management Department

**Art. 7.** According to the assumed mission, QMD carries out its activity by implementing the following objectives:

- planning and design of all activities regarding quality assurance in USARB;
- the development of the organizational culture of quality in the USARB academic environment;



<b>QUALITY MANAGEMENT SYSTEM</b>	<b>Edition: 1 Revision: 1 Data: 12.02.2024 Page: 4 of 8</b>
<b>REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT</b>	


- the implementation of the USARB policy in the field of quality;
- the involvement of USARB employees in achieving the strategic objectives of the Quality Management System;
  - coordinating the application of quality assurance measures in USARB;
  - coordinating the activity of USARB subdivisions aimed at quality assurance and assessment;
  - continuous increase in the quality of university study programs and their alignment with the new requirements of the labor market.

### **Chapter III**

#### **Activities carried out by the Quality Management Department**

**Art. 8.** QMD carries out the following activities:

- permanently collaborates with the USARB Quality Council;
- actively contributes to the development and operation of the Quality Management System at the USARB level;
  - monitors quality assurance processes specific to all USARB subdivisions;
  - coordinates the operational activity of the Commissions for the assessment and quality assurance of the Faculties;
  - distributes information and regulatory documents related to quality assurance in USARB;
  - elaborates performance indicators for internal and external evaluations of process quality;
  - ensures the revision and updating of the Quality Management System Handbook;
  - organizes working groups in order to elaborate the documentation related to the Quality Management System and monitors their work;
  - carries out activities for the certification of the Quality Management System;
  - analyzes the self-eassessment reports for the purpose of external evaluation and re/accreditation of the study programs;
  - elaborates the recommendations for improving the quality of the Self-Assessment Reports;
  - provides consultancy and specific training to all USARB staff in quality issues;

	<b>QUALITY MANAGEMENT SYSTEM</b>	<b>Edition: 1</b> <b>Revision: 1</b> <b>Data: 12.02.2024</b> <b>Page: 5 of 8</b>
	<b>REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT</b>	

- plans, organizes and monitors internal audits in the field of quality management;
- coordinates the activity of the group of internal auditors;
- inventory and centralize the documentation resulting from the internal audit process in the field of quality management;
- centralizes and manages the information necessary for the preparation of quality management reports;
- involves and increases the contribution of students and employers in the process of internal evaluation of the quality of services provided by USARB;
- manages the semester evaluation process of the teaching staff's activity by the students;
- manages the assessment process of the quality of educational services offered by USARB by students and graduates annually;
- prepares and presents reports regarding the evaluation and quality assurance of the services provided by the USARB;
- proposes measures for correction and continuous improvement of quality in USARB;
- annually prepares an activity plan targeted by the prime vice-rector and approved by the USARB Rector;
- ensures the transparency of information regarding quality assurance.

## **Chapter IV**


### **Organization and management**

**Art. 9.** The structure and personnel of the Quality Management Department, as well as their changes, are approved by order of the USARB Rector.

**Art. 10.** The Quality Management Department is led by a Head of department appointed by order of the Rector and confirmed by the USARB Senate, by open vote, with a simple majority of the votes of those present.

**Art. 11.** The Quality Management Department includes employed staff, methodists, with the basic norm in the department.

**Art. 12.** The Quality Management Department includes a group of internal auditors (teachers trained and certified according to quality standards).


	<b>QUALITY MANAGEMENT SYSTEM</b>	<b>Edition: 1</b> <b>Revision: 1</b> <b>Data: 12.02.2024</b> <b>Page: 6 of 8</b>
	<b>REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT</b>	

**Art. 13.** Each collaborator at the Quality Management Department is responsible for the quality of the work carried out in accordance with the job description and delegated competences.

**Art. 14.** The Quality Management Department has operative subordinates the presidents of the Commissions for the evaluation and quality assurance of the Faculties and subdivisions that execute the decisions and requirements of the Quality Council regarding the assessment and quality assurance in the faculties and subdivisions.

**Art. 15.** The Head of the Quality Management Department has the following duties and responsibilities:

- annually elaborates the Activity Plan of the Quality Management Department and monitors its fulfillment;
- leads the operational activity of the Department and ensures the fulfillment of the attributions of this Organization and Operation Regulation;
- makes available to the members of the Quality Council the documents requested by them for the improvement of the USARB Quality Management System;
- follows the implementation of the internal evaluation plan, developed by the quality Council at the university level and coordinates the periodic assessment activities in the University;
- coordinates the activities of the working groups established for the elaboration, updating and validation of documents related to the implementation of the Quality Management System in USARB;
- receives for monitoring documents approved by the USARB Senate regarding the improvement of the Quality Management System, documents regarding quality, sent by the Ministry of Education and Research and the National Agency for Quality Assurance in Education and Research, self-assessment reports sent by faculties or departments such as and other documents related to the field of quality assurance;
- prepares the annual report on the internal quality assessment at the University level together with the quality Council;
- supervises internal audit actions in the field of quality management and academic quality assessment at the level of faculties and USARB;

	<b>QUALITY MANAGEMENT SYSTEM</b>	<b>Edition: 1</b> <b>Revision: 1</b> <b>Data: 12.02.2024</b> <b>Page: 7 of 8</b>
	<b>REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT</b>	

- monitors the implementation of preventive and corrective actions in order to ensure quality in USARB;
- proposes the participation of personnel involved in quality assurance and assessment in training and certification sessions in the field;
- coordinates the assessment process of teaching and support staff by students;
- coordinates the activities of posting information regarding quality assurance and assessment on the web page of the Quality Management Department;
- performs other operative tasks established by the job description of this position or by decisions of the University Rector.

## Chapter V

### Rights of the Quality Management Department

**Art. 16.** The Quality Management Department has the right to:

- to receive the assurance of resources and information, necessary for the qualitative and effective realization of the activities and responsibilities;
- to request and obtain the necessary information from the University subdivisions;
- convene and participate in various meetings related to quality issues;
- in agreement with the management of the subdivisions to involve their collaborators in various activities organized by the Quality Management Department;
- to participate in conferences, seminars dedicated to the issue of quality management in educational institutions;
- regularly participate in continuous training;
- to recommend to the Quality Council to delegate USARB collaborators to continuous training;
- to carry out internal audits aimed at maintaining and developing the Quality Management System;
- to recommend to the Quality Council the composition of the working groups in order to elaborate the quality management documentation;
- to represent the University in external institutions (autochthonous and international) regarding management issues;
- other rights stipulated in the University Statute.



## QUALITY MANAGEMENT SYSTEM

### REGULATION OF THE ORGANIZATION AND OPERATION OF THE QUALITY MANAGEMENT DEPARTMENT

**Edition: 1**  
**Revision: 1**  
**Data: 12.02.2024**  
**Page: 8 of 8**

#### Chapter VI

##### Final provisions

**Art. 17.** The approval of the Regulation on the organization and operation of the Quality Management Department is done by the USARB Senate by open vote, with a simple majority.

**Art. 18.** The modification of this Regulation belongs to the competence of the USARB Senate by open vote, with a simple majority.