

	<b>Baku Engineering University</b> <b>public legal entity</b>	<b>Quality handbook</b>	
<b>Document code: BEU-ES-007-EN</b>	<b>Approval date: 28.09.2021</b>	<b>Updated № / date:</b>	<b>Page №: 1/25</b>

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## QUALITY HANDBOOK

### Introduction


“Baku Engineering University” public legal entity was established by the decree No. 2429 of the President of the Republic of Azerbaijan Mr. Ilham Aliyev dated November 8, 2016. Baku Engineering University operates on the basis of the law on education of the Republic of Azerbaijan and the Charter approved by the decree of the President of the Republic of Azerbaijan dated February 21, 2017.

Address of the organization: Khirdalan city, Hasan Aliyev street, 120

The highest governing body of the university is the Board of Trustees. The work of the Scientific Council is regulated according to the Regulation on Scientific Councils of Higher Education Institutions and the Statute of the University dated November 10, 1997, No. 792, approved by the Ministry of Education of the Republic of Azerbaijan.

The main task of the university is to provide enterprises and organizations of the Republic of Azerbaijan with qualified specialists.

Baku Engineering University has embraced the principle of educating specialized and productive individuals in its field who possess local and global values, recognizing service to humanity as a paramount value. It is a modern educational institution that is continuously developing and improving to achieve better and more beautiful outcomes, adhering to quality management standards and prioritizing customer satisfaction.

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## 1. Purpose and Scope

The university has adopted and initiated the implementation of a Quality Management System to ensure more efficient and speedy service to its students and staff. Other objectives in the implementation of this system include increasing the quality of services and customer satisfaction, as well as ensuring the participation of staff in decision-making processes.

This Quality Manual has been prepared to regulate activities related to the Quality Management System and continuous improvement direction in the university in accordance with the TS-EN-ISO 9001:2015 standard. Additionally, documents related to the services provided by the university have been created, and their alignment with the Quality Manual has been ensured. The existing legislation has been taken into account while preparing standards related to the activities of the university, and the operation has been regulated accordingly.

1.1 This manual also describes the measures implemented during the planning, provision, management, and improvement of the quality of the university's educational activities.

1.2 The quality management system of BEU includes the development and preparation of educational programs and the implementation of teaching activities related to the training of specialists in higher education directions.

1.3 In the quality manual, the processes necessary for the implementation of the QMS, which are essential for application at all levels of BEU, have been identified, aligned, and their sequence and interrelation determined. Direct or indirect references to documents related to the QMS of BEU have been considered in the relevant sections of the quality different type. This Quality Manual imposes the responsibility on all employees of BEU to adhere to the requirements of ISO 9001:2015 International Standards in their own activities related to quality.

### Purpose

At BEU, the quality management system is developed, implemented, and maintained with the following objectives:

- Demonstrating the capability to ensure compliance of educational services with the requirements of customers and applicable legal regulations in a documented manner;
- Making efforts to achieve customer satisfaction by effectively implementing the QMS and its continuous improvement processes, as well as ensuring compliance with the requirements of

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customers and applicable legal regulations;

- Creating confidence among BEU's customers, personnel, and leadership in ensuring compliance with and implementation of the established requirements of the quality management system for the quality of education.

## **Responsibility**

The university's rector approves this manual and its revisions, allocates necessary resources for the implementation of the document's requirements, and ensures the fulfillment of these requirements.

The Quality Assurance Department is responsible for the integrity and quality of documents prepared in accordance with the requirements of this document.

The implementation of these documents is verified through internal audits conducted based on the annual plan of the QMS.

## **2. Referenced Documents**

In the preparation of Baku Engineering University's Quality Management System and System documents:

TS-EN-ISO 9001:2015 Quality Management Systems - Requirements,

TS-EN-ISO9000:2015 Quality Management Systems- Fundamental concepts, principles and vocabulary.


In addition to the above, the following documents have also been used:

- Regulations of Baku Engineering University
- Strategic Development Plan of Baku Engineering University
- Legislation of the Republic of Azerbaijan on Education

## **3. Terms and Definitions**

Baku Engineering University has utilized the terms and definitions found in the TS-EN-ISO 9001:2015 Quality Management Systems - Fundamental concepts, principles and vocabulary handbook in the establishment of its Quality Assurance System and System documents. In addition to these, abbreviations and terms used within the university have been included:

Quality Assurance Department **QAD**: Quality Assurance System **QAS**: Quality Assurance

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Commission **QAC:** Quality Management System.

**University:** Baku Engineering University;

**Structure:** Faculties, departments, centers, branches, departments affiliated to Baku Engineering University;

**Administrator:** Personnel holding managerial authority in accordance with the Statute and organizational structure hierarchy of Baku Engineering University;

**Colleague:** All personnel working within the structures;

**Charter:** The document defining the structure and basis of activity of the university;

**Regulation:** A document explaining how to carry out an activity, the rules to be applied by employees;

**Instruction:** This is a document that details the provisions of the Regulation, prepares the groundwork for a specific structure, process, and regulates its activities in detail;

**University documents:** Charter, Regulations, Rules, instructions and other documents to be used;

**Customer:** Students, their parents, and families of Baku Engineering University;

**Other interested parties:** Other educational institutions, employers in the private and public sectors, sponsors, international organizations, and representatives of other segments of society.

## 4. Quality Assurance System

### 4.1. General Requirements

QAS is based on the process approach in accordance with the ISO 9001:2015 International Standard. The leadership of BEU has identified the main processes of the Quality Management System, prepared its documents, and ensured its continuous improvement and effectiveness.

Information on the explanation of the processes implemented at the university, monitoring their relationships with other processes, measurement, and analysis, can be found in the Process Definition Documents prepared by the QAC for each process and stored in the QAC archive. The purpose, inputs, outputs, and interrelationships with other processes of each process are explained in these documents.

The university monitors, measures, and analyzes its processes, organizes internal audits, regulatory, and preventive activities through its established Quality Policy, Quality Handbook, and quality system documents, implements activities to achieve planned

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results and continuously improve processes. The designated processes are managed in accordance with the TS-EN-ISO 9001:2015 standard.

Information about the internship, which is part of the curriculum, is provided in the "Regulations on the Organization of Internships".

## 4.2. Terms of documentation

### 4.2.1. General

Quality Policy of Baku Engineering University is expressed in clause 5.3 of the Quality Handbook. The university has established and published quality objectives..

Reference has been made to documented procedures prescribed by the standard in sections 4.2.3, 4.2.4, 8.2.2, 8.3, 8.5.2, and 8.5.3..

The documents of the University's Quality Assurance System are as follows:


- Quality Policy
- Quality Objectives
- Quality Manual
- Quality System Processes
- Process Definition Documents
- Position Instructions
- Workflow diagrams
- Instructions
- Forms
- Lists
- Records
- External Resources

### 4.2.2. Quality Handbook

This "Quality Handbook," which is a document of the Quality Assurance System, reflects the description of the quality management system implemented and prepared based on the requirements of the ISO 9001:2015 International Standards at Baku Engineering University.

### 4.2.3. Document control

Baku Engineering University's Quality Management System applies a general code system for the purpose of reviewing the necessary documents as deemed essential.

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The review of documents at the university is detailedly described in **BEU-ES-015-AZ Document Handling Procedures and the codification of structural sections, BEU-ES-010-AZ General Department Regulation, and BEU-ES-010-01-AZ Appendix to the General Department Regulation.**

#### 4.2.4. Control of Records

The form and retention period of records created to demonstrate the compliance and active implementation of the Quality Management System at the university, as well as the conduct of practices related to their storage, preservation, and disposal, are described in detail in **BEU-ES-015-AZ Document Handling Procedures and the codification of structural sections, as well as BEU-ES-25-AZ Archive Department Regulation.**

## 5 Management Responsibility

### 5.1 Management

The University Leadership, with the aim of developing, implementing, and continually improving the effectiveness of the Quality Management System:

- Ensures the necessity of meeting customer expectations and requirements within the legal framework by providing internal training to employees at the university.
- Conducts regular meetings regarding the review of university management.
- Provides resources.

### 5.2 Customer Focus

The customers of the university are the students and their families. The university demonstrates a customer-focused approach to establish quality objectives. The requirements of this approach are explained in sections 7.2.1 and 8.2.1.

### 5.3 Quality Policy

The Quality Policy in the quality domain has been developed and prepared by senior leadership in line with the overall objectives of BEU, formalized in documented form, and approved by the Rector of the University. The Quality Policy forms the basis for determining quality objectives and the expected outcomes of their implementation in the quality domain. The main means of implementing the Quality

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Policy is through the Quality Assurance Department operating at BEU.

**The strategic foundational principles of the Quality Policy are as follows:**

- Ensuring continuous improvement by focusing on the management processes of educational activities.
- Implementing an educational management and leadership approach that ensures the satisfaction of students, parents, teachers, other educational workers, employers, professional organizations, and the community.
- Prioritizing human values in education to nurture individuals with national and ethical values.
- Enhancing collaboration between the university and the business world and training specialized workforce for the industry.
- Conducting research to address economic, cultural, and social issues.
- Expanding the distance learning and lifelong learning system extensively.
- Actively participating in international exchange and student exchange programs.
- Accelerating adaptation to the Bologna process and integrating into the European Higher Education Area.

## 5.4 Planning of the QAS

### 5.4.1. Quality Objectives

5.4.1.1. Quality objectives in the quality domain are determined by the leadership of BEU based on the Quality Policy and are approved by the University Rector. Quality objectives are established considering the relevant functions and standards of the organization.

5.4.1.2. The implementation of quality objectives in the quality domain is ensured by providing all necessary resources to meet the specified requirements for educational activities.

5.4.1.3. The activity of determining and documenting objectives is led by the QAD.

5.4.1.4. The finalization of achieving quality objectives is reviewed during the analysis led by the QMS. Quality objectives are provided at the beginning of this document.

### 5.4.2. Planning of the Quality Assurance System



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Quality planning is implemented at BEU to achieve specified performance indicators and fulfill quality requirements.

5.4.2.1. Planning is used for the following purposes:

To maintain or enhance the quality of education by adopting new teaching programs, teaching tools, new technologies, and information systems, etc., with the aim of maintaining the level of education (or) improving it.

For the overall improvement of the Quality Management System.

5.4.2.2. During BEU's daily operations, quality planning is implemented using existing procedures. Quality plans are prepared for new types of activities and projects.

5.4.2.3. The document expression of planning is the delineation of objectives and established goals to be achieved, the planning of actions to fulfill these objectives, and the implementation of control over these activities, along with the allocation of roles and responsibilities, necessary resources, utilized procedures, and control methods. The quality plan, known as the "Annual Plan of the QMS," is documented in Procedure QP BEU 005 "Responsibility of Management."

5.4.2.4. During the course of educational activities, if any non-conformities are identified or if there are suggestions reported by consumers regarding quality, a decision may be made to develop an action plan for improving the quality of education based on the analysis of the results.

5.4.2.5. Based on the analysis of consumers' requirements for educational activities in separate instances, programs may be developed and prepared to ensure the quality of education as per the existing request or contract.

5.4.2.6. Programs for ensuring the quality of educational activities are also developed and prepared in cases where goods and services are procured from suppliers offering a minimum acceptable quality as per the specified requirements.

5.4.2.7. All plans and programs are approved by the Rector of the University, while programs for ensuring quality and plans for improving the quality of educational activities are coordinated with the Management Quality Representative (MQR).

5.4.2.8. BEU also practices planning based on separate plans for several directions within its activities.

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5.4.2.9. The developed plans and procedures are communicated to all relevant stakeholders, and these plans and procedures are stored in accordance with the requirements of the activity planning or relevant procedural requirements.

## 5.5 Responsibilities, Authorities, Duties, and Communication (Relations)

### 5.5.1 Duties, Authorities, and Responsibilities

The duties, authorities, and responsibilities of academic staff are defined in the structure regulations of Baku Engineering University; the duties, authority, and responsibilities of the administrative staff are expressed in the Baku Engineering University's BEU-ES-057-AZ University Structure Regulation.

### 5.5.2 The responsibilities of the Quality Management Committee Chairperson

The responsibilities, authorities, and duties of the Quality Management Committee Chairperson are as follows:

- Establishing, implementing, and maintaining necessary processes for the Quality Management System.
- Reporting to the Rectorate when there is a need for performance evaluation and improvement of the Quality Management System.
- Being aware of and disseminating customer expectations and requirements within the university.
- Collaborating externally, when necessary, on matters related to the Quality Management System.

### 5.5.3 Internal Communication

The university leadership should ensure the establishment of relevant communication processes within the institution and the implementation of the Internal Communication Procedure BEU-TL-001-AZ, taking into account the effectiveness of the quality management system.

## 5.6 Accountability and Control in Management

### 5.6.1 General

The university holds an annual review of management under the organization of the Oversight Committee to ensure the continuity, effectiveness, and performance of the Quality Management System. This review, in which the Chairperson of the Oversight Committee also participates,

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discusses matters related to the Quality Management System, including the quality policy and quality objectives. Reports are brought to discussion by the director of the Quality Assurance Department at the direction of the university's rector.

### 5.6.2 The resources for accountability and control

- The results of surveys, Quality Management Reports prepared by the structures.;
- Monitoring results;
- Information about the functioning of processes and compliance with the service.;
- Regulatory and preventive activities (RPA).;
- Actions taken to resolve conflicts related to topics discussed in previous leadership meetings;
- Changes that may impact the Quality Management System;

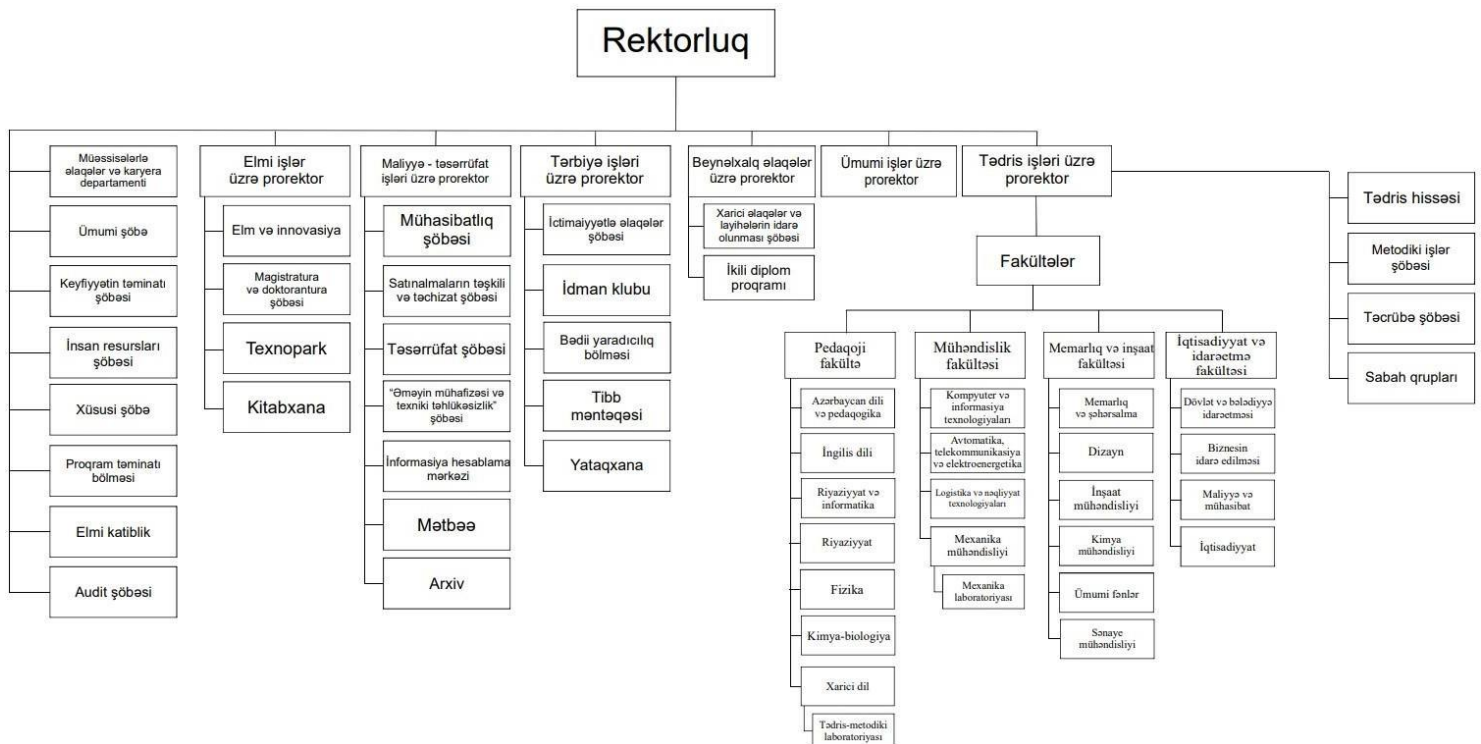


Image 1. Organizational Structure of BEU

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### 5.6.3 Results of Accountability and Control

- Improving the effectiveness of the Quality Management System and related processes;
- Strategic decisions regarding the provision of services related to customer expectations and requirements;
- Strategic decisions regarding resource needs;
- Sharing, monitoring, and recording decisions made in the report are carried out by the Scientific Secretary.

## 6 Resource Management

### 6.1 Procurement of Resources

The university procures the following resources to implement the Quality Management System, improve its effectiveness, and enhance customer satisfaction:

- Human resources
- Financial resources related to education
- Other resources supporting educational services
- Necessary infrastructure and work environment
- Essential resources.

### 6.2 Human resources

The selection and appointment of personnel are carried out taking into account the employee's specialization and seniority, based on the relevant education, training, and experience. The requirements for the employee's specialization and seniority are outlined in job instructions. Therefore, individuals with sufficient potential and skills are given preference in the selection and procurement of employees. It is the responsibility of the university to enhance the quality and capabilities of its workforce.

The specialization criteria for employees demonstrating activities affecting service quality are outlined in **BEU-ES-019-AZ Human Resources Department Regulations** and **BEU-ES-057-AZ Structure Regulations** of BEU.

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The Human Resources Department should maintain records of the training sessions in which employees participate by keeping them in their personal files. At the end of the academic year, they should present a report to the relevant structures detailing who attended which training sessions.


Internal training sessions for the university staff are conducted with the permission of the Rectorate and organized by the Human Resources Department. Internal training sessions that cover only one structure are conducted by the head of that structure, and the records are then sent to the Human Resources Department.

Attendance of relevant staff members at internal training sessions is mandatory. Those with valid reasons for absence must obtain permission from the respective structure. Unauthorized attendance at these sessions is subject to the enforcement of the **BEU-ES-009-AZ University internal disciplinary rules for employees** at Baku Engineering University.

### 6.3 Infrastructure

The infrastructure necessary for the implementation of BEU's quality education activities has been identified, including facilities such as classrooms, laboratory equipment, computers, multimedia technology, and communication devices, as well as resources like software programs.

- The classrooms are adequately illuminated and regularly checked for the use of technical equipment such as internet, intranet, smart boards, and projectors, with their suitability and functionality assessed.
- There are specialized teaching laboratories in certain fields, and new laboratory rooms are established or equipped with new tools and equipment as needed.
- The library contains a sufficient number of publications, and students are provided with catalog services in an electronic environment. There is also a reading room available in the library.
- During working hours, the University provides medical services for its employees and students.
- There is infrastructure available for social, cultural, and sports activities.
- The University provides separate dormitory facilities for male and female students in the campus area.

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- Two bus routes operated by the Baku Transport Agency have been extended to the university campus to ensure convenient transportation for students and staff members to access the university.

## 6.4 Work Environment

The leadership of BEU ensures the positive impact of production conditions on the educational activities conducted at BEU through:

- Creating comfortable conditions in classrooms, including climate conditions, lighting, and cleanliness, to facilitate learning and independent study for both staff and students.
- Providing conditions for the living and independent preparation of educational individuals.
- Creating safety conditions for education, including fire safety, as well as implementing measures aimed at reducing the impact of harmful factors on the health of staff and educational individuals.
- Rewarding, promoting, and incentivizing staff.

## 7 Implementation of the educational activity


### 7.1 Planning for the implementation of educational activities

At BEU, planning for the implementation of educational activities is carried out by planning the necessary processes.

Every year, departments at BEU prepare work plans, and based on the compilation of these plans, the university's work plan is formulated for the next year.

The implementation of educational activities is carried out in accordance with the approved education programs by the Ministry of Education of the Republic of Azerbaijan, the **BEU-FR-002-AZ Academic Calendar** prepared by the Scientific Council, annual course loads prepared by the departments and approved by the deans and the Rectorate, **BEU-FR-016-AZ Weekly lesson plans** prepared by the departments and approved by the deans, and for each course **BEU-FR-001-AZ, BEU-FR-001-EN Syllabus** prepared by the subject teacher and approved by the department heads.

The academic staff submits their evaluation of research and educational activities for the next academic year to the department to which they belong, adding it to the Academic Staff Evaluation

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Form, by the last week of June.

During the last week of June, the departments submit the **BEU-FR-003-03 Activity Plan** to the **Faculty Academic Council** of their respective deaneries. Additionally, the deaneries present the Activity Plan to the Faculty Academic Council. Units under the vice-rectorates submit the **BEU-FR-003-02-AZ Activity Plan** to the respective Vice-Rector, units under the rectorate present the **BEU-FR-003-01-AZ Activity Plan** to the Rector.

These plans are prepared in accordance with the quality objectives and customer expectations determined in the Quality Handbook. A Quality Plan is developed to reflect the process encompassing the student's journey from admission to graduation in a phased manner with its main outlines.

## 7.2 Customer-Related Processes

### 7.2.1 Determining the Terms of Service to Be Provided

- The terms related to the service are reflected in the contract signed with the student.
- In case of any changes to the service terms, the contract is revised accordingly.

### 7.2.2 Contact with Customer

The university implements the following activities to enhance communication with students:

- Faculties within the university organize family meetings at least once every academic year.
  - Assigned tutors conduct consultation sessions for each group at least once a week.
- Students and their families can submit their requests and complaints to relevant structures via written requests or verbally when necessary.

### 7.2.3 Tutoring

In the "BEU-ES-057-AZ University Structure Regulation" of Baku Engineering University and in the document "BEU-TL-014-AZ Duties and Responsibilities of Tutors and Laboratory Assistants," provisions related to the duties and responsibilities of tutors, consultation hours, and relevant documents are specified.

## 7.3 Procurement

The primary purpose of managing procurement is to prevent the acquisition of goods or services lacking the appropriate quality that could adversely affect the quality of BEU's educational activities. The university procures the products and

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services it needs to carry out its activities through the procurement department. For this purpose, the **BEU-ES-027-AZ Procurement Organization and Equipment Department Regulation** has been prepared.

## 7.4 Ensuring the educational process

### 7.4.1 Control over the Provision of the Process

The university leadership documents process plans and relevant notes to regulate administrative and support service activities, ensuring the supervision of processes directly impacting quality and the orderly execution of the educational process.

Structural directors directly bear responsibility for the proper implementation of educational and support services as well as administrative and social services provided by the university. These structural directors conduct supervision at least once every academic year.

Control over the proper implementation of educational services is carried out through the following methods:

- Examination of success rates in exams;
- Monitoring attendance to classes;
- Inspection of internship records;
- Surveys;
- Checking registration records.

#### **Legal requirements: Documents**

1. Legislation of Ministry of Science and Education Republic of Azerbaijan
2. Baku Engineering University BEU-ES-013-AZ Teaching Department Regulation
3. Baku Engineering University BEU-ES-004-AZ Master's and Doctoral Department Regulation
4. Baku Engineering University BEU-ES-008-AZ University internal disciplinary rules for students
5. Baku Engineering University BEU-TL-016-AZ Exam guide for teachers
6. Baku Engineering University BEU-TL-017-AZ University internal knowledge assessment guide



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7. Baku Engineering University BEU-TL-019-AZ Guides for the organization of the examination for supervisors
8. Baku Engineering University BEU-TL-020-AZ Examination Organization Guides for Deans and Departments
9. Baku Engineering University BEU-TL-018-AZ Examination Participation Guides for Students

#### 7.4.2 Determination and Monitoring

The university determines and documents the services provided from student registration to graduation.

The academic department records and maintains the examination results sent by the State Examination Center, documenting a student's courses, retakes, exam results, scholarship status, and disciplinary actions until graduation in the student's personal files.

Student traceability is ensured through their student ID numbers. The encoding of student numbers is as follows:

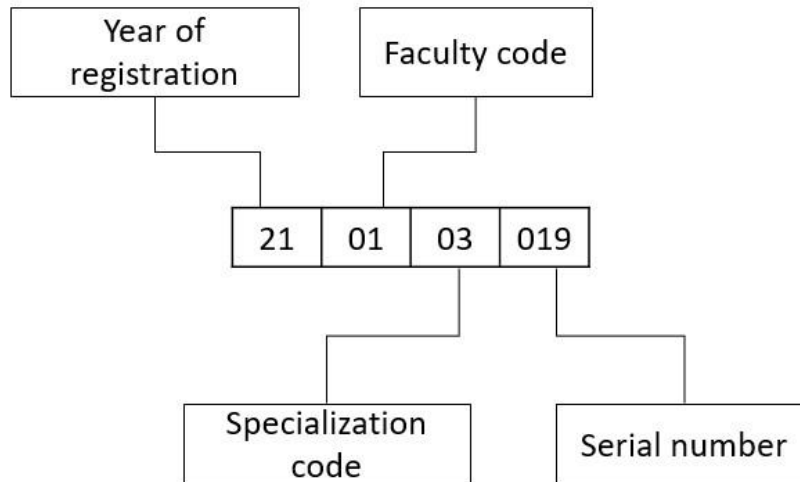
**Explanation:** The student number code consists of four groups:

- 21 – Year of registration (2021);
- 01 – Faculty code (Faculty of Engineering)
- 03 – Specialization code (Computer Systems and Networks specialization);
- 019 – Serial number (Max 999)

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**Example: 210103019**

### 7.4.3 Client Property



When an applicant enters the university, they submit their documents to the Academic Department, where a separate file is opened for each student, and the registration of the submitted documents is carried out. The documents presented, such as certificates, inquiries, etc., are considered as client property.

The document is kept confidential and cannot be given to anyone other than its owner or used for other purposes.

The client is informed in writing about cases of loss, damage, or deemed uselessness of the client's property (documents), and replacement is requested.

Notes related to performed tasks are kept according to the Notes Verification Procedure.

### 7.4.4 Product Protection

The university ensures the proper storage of the educational equipment it uses. The storage of records related to educational services is managed by the respective departmental secretaries and the Archives Department. The storage of records is carried out in conditions resistant to decay, damage, deterioration, and fire.

#### Relevant Documents

- BEU-ES-025-AZ Archive Department Regulation

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## 7.5 Monitoring and Equipment Control

This article has been excluded, and the reasons for the exception are outlined in the "Purpose and Scope" section (under the Exceptions heading). Calibration of the equipment used in laboratories should be recorded.

7.5.1. The educational and ancillary equipment used includes the following:

- Laboratory equipment,
- Computers,
- Projectors,
- Interactive whiteboards,
- Printing and duplicating equipment, and other machinery,
- Furniture, etc.

7.5.2. The equipment is provided in accordance with:

- Necessary documentation;
- Installation and operating conditions specified in the technical documentation of the equipment;
- Qualified personnel;
- Documentation of technical service and preventive maintenance;
- Relevant registration and synchronization.

7.5.3. The utilization, technical servicing, preventive maintenance, and repair of the equipment are organized based on the order of the University's rector. The assigned responsible person ensures compliance with the utilization documents, the equipment purchase contract, and safety regulations.

7.5.4. If deemed necessary according to the requirements of the utilization documents, the responsible person plans for the provision of preventive technical servicing to the equipment. Plans are prepared in a format suitable for the respective equipment's operation.

7.5.5. In case of malfunctions, the equipment is rectified according to the relevant procedures.

7.5.6. After technical servicing, preventive maintenance, and repairs are performed on the equipment, it undergoes inspection and testing before

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being put back into operation.

7.5.7. Technical servicing, preventive maintenance, and repair works on the equipment are recorded in a separate journal for each unit of the equipment by the responsible person in charge of the equipment's operation. The journal should contain the following information: the name of the equipment, date, document number related to their results (if any), description of the performed works, information about the performers of preventive works, results of inspections or tests, and the signature of the responsible person.

7.5.8. When it becomes impossible to repair the equipment or it is deemed obsolete, its removal and decommissioning are carried out.

7.5.9. The following inspection and testing equipment, which affect the quality of education in the university's teaching activities, are used:

- Software programs,
- Testing equipment,
- Examination papers,
- Test materials,
- University inspection lists applied during service delivery.

## **8 Measurement, Analysis, Improvement**

### **8.1 General**

The "Measurement, Analysis, Improvement" procedure encompasses a set of activities aimed at ensuring the efficiency of the university's operations and customer satisfaction. These activities include measuring processes and educational services, analyzing the applied measurement methods, controlling the improvement process, analyzing the data obtained during the implementation of improvement activities, searching for possible solutions to achieve improvement objectives, and preparing proposals for improvement initiatives.

### **8.2 Measurement and Analysis**

#### **8.2.1 Customer Satisfaction**

During the provision of educational services, the measurement and analysis of

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meeting customer expectations are carried out through the following methods:

- Individual interviews with customers (conducted by tutors, department heads, deans, rector, teachers, and relevant administrative supervisors);
- Group meetings with customers (held in department and faculty meetings, family meetings conducted by tutors, department heads, and deans);
- Surveys (conducted by the Quality Assurance Department);
- Customer complaints (student and family complaint requests);
- Researching the reasons why customers choose the university.

The university uses the following methods to measure and analyze customer satisfaction regarding the services provided

- Obtaining information about the success of graduates in their workplaces through interviews with employers and institution leaders (conducted by the Relations with Institutions and Career Department);
- Official evaluations of the university by government agencies;
- Evaluations of the university by the media;
- Information about the success of graduates working in the public sector and the approval of leadership (conducted by the Relations with Institutions and Career Department);
- Information about students continuing their master's studies in other higher education institutions (conducted by the Relations with Institutions and Career Department).

The Quality Assurance Department prepares a database of student satisfaction surveys. Each structure analyzes, evaluates, and provides information to the leadership about the survey results related to itself.

Evaluation conducted by official institutions, the University's Academic Department, Media and Public Relations Department is presented to the institution's leadership in a written report at the end of the academic year. The service quality and customer satisfaction ratios measured and analyzed through other methods are presented to the institution's leadership at the end of the academic year by the organization implementing this method. The chairperson of the Quality Assurance Commission provides information about this in the report they submit.

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The process of evaluating customer complaints is described in the "Corrective and Preventive Actions" procedure.

### 8.2.2 Internal Audit

Internal audits are conducted annually to assess the planned activities of the Quality Management System, compliance with the requirements of the ISO 9001:2015 International Standard, as well as the adequacy of normative documents developed and implemented within the Quality Management System at the University. These audits aim to determine the implementation and operational status of the Quality Management System.

During the audit, both experienced and trained auditors participate to ensure thoroughness and accuracy. Any non-conformities identified during the audit are addressed through corrective actions and verified through subsequent investigations.

Internal audits are conducted at regular intervals as specified in the Internal Audit Procedure.

### 8.2.3 Process Monitoring and Measurement

Information about process monitoring and evaluation results, in accordance with the specified objectives, is discussed at unit management meetings on designated dates under the headings of internal "Audit results," "Measurement and evaluation reports," and "Other information." Each responsible body assesses the compliance of each process it is responsible for and, in addition to assessing compliance, identifies existing discrepancies to take necessary Corrective and Preventive (CPA) or Continuous Improvement actions.

### 8.2.4 Monitoring and Measurement of Teaching Service

The university continuously conducts necessary analysis and takes appropriate measures to ensure effective and quality teaching, administrative support, and social services, as well as to ensure continuous improvement.

The measurement and monitoring of teaching services are carried out by tutors. The effectiveness of the classes is identified through student survey questionnaires conducted by department heads at the university. The results of the survey are evaluated for each

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class, reports are prepared, and they are kept on record.

Examination results are analyzed by department heads after the examinations are completed.

Measurement of satisfaction related to administrative services is analyzed by the university management based on the results of surveys conducted by the Quality Assurance Department.

Measurement of satisfaction related to social services is analyzed by the university management based on the results of surveys conducted by the Quality Assurance Department.

Information regarding the monitoring and measurement of services is analyzed and presented to the Quality Assurance Commission by the Quality Assurance Department. The head of the Quality Assurance Department includes this information in the report they present to the Academic Council.

### 8.3 Control of Nonconformity Management (Product and Educational Services)


The procedures for managing nonconformities include the following types of nonconformities:

- Nonconformities identified in the daily activities of BEU staff.
- Nonconformities identified as a result of quality control in the course of teaching activities.
- Nonconformities identified during continuous monitoring of teaching quality.
- Nonconformities identified during the analysis and processing of complaints addressed to BEU by consumers.
- Nonconformities identified during internal and external quality audits.
- Nonconformities identified during the entry inspection and use of purchased products.

Examples of nonconformities in the field of education may include:

- Non-compliance with the requirements of the curriculum or education plan.
- Use of inappropriate materials during teaching processes.
- Use of insufficient or inadequate materials during teaching processes.
- Conflicts within the Quality Management System.

Inspections of non-conforming goods and educational services that do not meet the

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requirements are conducted based on the monitoring by the respective institution's inspector and customer complaints.

## 8.4 Data Analysis

The analysis of data is carried out by collecting and analyzing information using the methods outlined in the Quality Handbook and other relevant Quality Management System documents to demonstrate the compliance of the University's Quality Management System, ensure the effectiveness of the Quality Management System's continuous improvement, and conduct associated evaluations. Data analysis is conducted for the entire University by the Quality Management Commission and for individual structures by the supervisors of those structures.

The analysis of this information is conducted to identify user satisfaction, process performance, the causes and consequences of non-conformities.

The committee and customer survey questionnaires, as well as internal audit results, are analyzed within 15 days after they are obtained.

The information obtained through process monitoring and measurement is analyzed at least once a year by designated personnel.

The analysis of the information is presented to the Quality Management Commission, and it is evaluated by the commission members.

The results obtained from the analysis of the information serve as the basis for initiating the "Corrective and Preventive Actions" procedure.

## 8.5 Improvement (Development)

### 8.5.1 Continuous Improvement

The university aims to continuously improve the services it provides in line with its quality policy and objectives.

Continuous improvement of the services provided takes into account the university's infrastructure, finances, and human resources.

In the process of continuous improvement, quality objectives, customer expectations, identified nonconformities in the execution of the quality system, analysis of quality system data, internal audit results, as well as information obtained from the "Corrective and Preventive Actions Procedure" (CPA) are utilized.



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The analysis of information is the basis of continuous improvement activities..

#### 8.5.2 Corrective and Preventive Action

The identification of non-conformities can be carried out by all employees of the university. After filling out the Corrective and Preventive Action (CPA) form and obtaining the necessary signatures, the document is submitted to the Quality Assurance Department. The CPA documented by the Quality Assurance Department is then directed to the relevant department. The department manager approves the execution process of the document by making a decision in accordance with the CPA requirement. In the next stage, one copy of the form is kept by the department manager, another copy is forwarded to the higher authority, and the original document is submitted to the QA Commission.

The non-conformities identified in the university's Quality Assurance system are addressed in accordance with the Corrective and Preventive Action (CPA) procedure.