

Annex No. 2  
to the Principles of Operation of the Internal Quality Management System  
at the UwB Branch in Vilnius

## Procedures for the Operation of the Quality Management System at the Branch of the University of Bialystok in Vilnius

### Procedure 1. Planning of Quality Objectives

<b>Purpose</b>	To ensure systematic and consistent setting of quality objectives for the UwB Branch in Vilnius
<b>Scope</b>	Applies to all areas covered by the Quality Management System
<b>Responsible</b>	- Dean of the Branch - Quality Team - Quality area coordinators
<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. The Quality Team analyses the quality report for the previous academic year.</li> <li>2. Based on the analysis, proposals for quality objectives for the next academic year are formulated.</li> <li>3. The proposals are consulted with the quality area coordinators.</li> <li>4. The Team presents the quality objectives to the Dean of the Branch for approval.</li> <li>5. Approved objectives are forwarded for implementation to the relevant units and persons.</li> </ol>
<b>Documents</b>	- Quality report - List of quality objectives

### Procedure 2.1 Monitoring of Education Quality

<b>Purpose</b>	To ensure ongoing assessment of the quality of the teaching process
<b>Scope</b>	First and second-cycle studies, long-cycle master's studies and other forms of education carried out at the Branch
<b>Responsible</b>	- Chairperson of the Quality Team - Education area coordinator
<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. Student surveys are conducted after the end of the academic year.</li> <li>2. The results of student surveys are analysed.</li> <li>3. Data on timely completion of studies is collected.</li> <li>4. Data on competence development by instructors is collected.</li> <li>5. Results are forwarded to the Quality Team.</li> <li>6. The Team formulates conclusions and recommendations.</li> </ol>

<b>Documents</b>	<ul style="list-style-type: none"> <li>- Student surveys</li> <li>- Summary of results</li> </ul>
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<sup>1</sup> Detailed procedures for monitoring and assuring education quality are defined by the Education Quality Assurance System at the Branch of the University of Białystok in Vilnius, adopted by the Branch Council resolution of 19.02.2021.

### Procedure 3. Monitoring of Research Activity

<b>Purpose</b>	To ensure systematic assessment of the quality of research activity of Branch staff
<b>Scope</b>	Research activity of academic teachers
<b>Responsible</b>	<ul style="list-style-type: none"> <li>- Research activity area coordinator</li> <li>- Quality Team</li> </ul>
<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. Data on publications, projects and conferences is collected.</li> <li>2. Results are presented to the Quality Team.</li> <li>3. Recommendations for developmental actions are formulated.</li> </ol>
<b>Documents</b>	<ul style="list-style-type: none"> <li>- Research reports</li> <li>- List of publications, conferences, projects</li> </ul>

### Procedure 4. Monitoring of Management and Administrative Service Quality

<b>Purpose</b>	To improve the quality of administrative and organisational work of the Branch
<b>Scope</b>	Service to students and staff
<b>Responsible</b>	<ul style="list-style-type: none"> <li>- Management and administrative service area coordinator</li> <li>- Quality Team</li> </ul>
<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. Satisfaction surveys among students and staff regarding administrative services are conducted.</li> <li>2. Data on competence development by administrative staff is collected.</li> <li>3. Proposals for improvement actions are developed.</li> </ol>
<b>Documents</b>	<ul style="list-style-type: none"> <li>- Satisfaction surveys</li> <li>- Summary of results</li> </ul>

### Procedure 5. Monitoring of Cooperation with the Socio-Economic Environment

<b>Purpose</b>	To develop the Branch's cooperation with external stakeholders
<b>Scope</b>	Cooperation with institutions, employers and social organisations
<b>Responsible</b>	<ul style="list-style-type: none"> <li>- External cooperation area coordinator</li> <li>- Quality Team</li> </ul>

<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. Information on concluded agreements is collected.</li> <li>2. The number of joint initiatives is monitored.</li> <li>3. Results are included in the quality report.</li> </ol>
<b>Documents</b>	- Register of agreements and joint initiatives

### Procedure 6. Corrective and Improvement Actions

<b>Purpose</b>	To ensure an effective response to identified irregularities
<b>Scope</b>	All areas of the Quality Management System
<b>Responsible</b>	<ul style="list-style-type: none"> <li>- Quality Team</li> <li>- Persons responsible for implementing actions</li> </ul>
<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. Areas requiring improvement are identified based on the quality report.</li> <li>2. A corrective action plan is developed.</li> <li>3. Responsible persons and implementation deadlines are designated.</li> <li>4. Implementation of actions is monitored.</li> <li>5. Effects are assessed in the next quality cycle.</li> </ol>
<b>Documents</b>	<ul style="list-style-type: none"> <li>- Corrective action plan</li> <li>- Implementation reports</li> </ul>

### Procedure 7. Preparation of the Quality Report

<b>Purpose</b>	To ensure a uniform method of preparing the quality report
<b>Scope</b>	All activities of the Branch
<b>Responsible</b>	- Quality Team
<b>Procedure description</b>	<ol style="list-style-type: none"> <li>1. Area coordinators submit data to the Team.</li> <li>2. The Team compiles indicator summaries.</li> <li>3. Conclusions and recommendations are formulated.</li> <li>4. The report is submitted to the Dean of the Branch.</li> <li>5. The Dean presents the report to the Branch Council for approval.</li> </ol>
<b>Documents</b>	- Quality report

### Procedure 8. Review and Update of the Quality Management System

<b>Purpose</b>	To ensure the QMS remains up to date
<b>Scope</b>	The entire Quality Management System
<b>Responsible</b>	<ul style="list-style-type: none"> <li>- Quality Team</li> <li>- Dean of the Branch</li> </ul>

<b>Procedure description</b>	<ol style="list-style-type: none"><li>1. A review of QMS documentation is carried out at least once every 3 years.</li><li>2. Changes in legislation and organisational structure are analysed.</li><li>3. Proposals for changes are developed.</li><li>4. Changes are approved by the Dean of the Branch.</li></ol>
<b>Documents</b>	<ul style="list-style-type: none"><li>- QMS review protocol</li><li>- Updated procedures</li></ul>