How to evaluate the Processes

In order to ensure the proper functioning of the School and the quality of its actions, a continuous improvement cycle (PDCA) defined in 4 phases is applied to each of the identified key priority processes.

Each selected key process will be evaluated in 4 phases:

- Definition and approval (Plan)
- Execution (Do)
- Self-assessment (Check)
- Improvement (Act)

In addition to regularly implementing self-assessment procedures, SUPSI periodically initiates a critical comparison with external peers and every 7 years undergoes the accreditation procedure required by the Swiss Accreditation Council to certify the effective quality of the School.

How is quality achieved

To achieve quality, every employee must be fully aware of their responsibilities and tasks. All the processes and activities are important because they contribute to the quality of the entire system.

All the processes and activities are important because they contribute to the quality of the entire system. It is therefore essential for employees to carry out their activities competently and to ensure effective, documented and transparent performance and, finally, that the results are evaluated and objectives and procedures are reviewed with a view to continuous improvement.

This dynamic of continuous improvement and activity innovation is based on the participation of each employee and on the constant dialogue between the School and:
- its students;
- the business world;
- the scientific community;
- the artistic community;
- society as a whole.

In order to implement these concepts, which have been in existence for years, SUPSI has set up a customised quality assurance system, adapted to its own needs.

The SUPSI Quality Assurance System consists of:

- the Quality Policy and Strategy (QPS);
- the Quality Assurance Framework (QAF);
- the Quality Handbook (QH), divided into 4 operational contexts which include the key processes of the School:
  1. strategy
  2. institutional mandates with training, research and service performance
  3. governance and management
  4. resources and stakeholders

The Quality Assurance System is closely linked to our four-year strategy and institutional values and takes into account the specific characteristics of both the School itself and its affiliates.

[Diagram of the Quality Assurance System (QAS)]

For more information on the quality assurance system:
www.supsi.ch/go/garanziaqualita