

# Hämeen Ammattikorkeakoulun laadunhallinnasta



## Kansallinen laatuverkosto

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OPETUSHALLITUS  
UTBILDNINGSTYRELSEN



Yhteisrahoitettu  
Euroopan unionin  
Erasmus+ -ohjelmasta

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**HAMK**  
HÄMEEN AMMATTIKORKEAKOULU  
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[www.hamk.fi](http://www.hamk.fi)

# SISÄLTÖ

- Laatu järjestelmän tarkoitus
  - Smart, short, simple
- Laatu kulttuuri HAMK in voimavarana
  - Historia
  - Yhteisöllisyys
  - Ymmärrettävyys
- PDCA-sykli kehikkona
- Seuraavat askeleet

# Purpose of the quality system

*"HAMK wants to offer the most inspiring higher education and work-related research activities."*

- In order to achieve this vision, HAMK will implement its jointly drafted strategy.
- The aim of the quality system is to support realisation of the strategy, by maintaining the continuous and goal-oriented development and renewal of operations.
- In practice, the quality system unifies HAMK operations and ensures that they are influential, ethical and in line with the principles of sustainable development.

# LAATUKULTTUURI VOIMAVARANA, 1

## HISTORIA

- Pitkät juuret
  - HAMK – kahdeksasta yhdeksi (1992)
  - Uudet yhdistymiset 1990-l. loppu
- Laatujärjestelmä kokonaisuuden jäsentäjänä
- Laatutyö inhimillisenä tekijänä

# LAATUKULTTUURI VOIMAVARANA, 2

## YHTEISÖLLISYYS

- Kehittämisen kehä
  - kaikilla tasoilla, yksilölle ja ryhmille
- Toimintaohjeet
  - Moraalinen selkäranka
  - Kollegiaalinen kehys
- Vuorovaikutus muiden korkeakoulujen sekä KARVIN kanssa

# Delegation of responsibilities

- Quality measures are taken at every level and in every operational area of HAMK.
- Everyone is responsible for the quality of their own work and have an opportunity to participate in development of quality system.
- The rector bears overall responsibility for HAMK quality system.
- The vice rector oversees the development of quality management.
- Every unit is responsible for implementation of the quality system in their respective operations.
- The directors of the units are responsible for their own units.
- Quality management supports and contact persons are appointed for each unit.

# LAATUKULTTUURI VOIMAVARANA, 3

## YMMÄRRETTÄVYYS

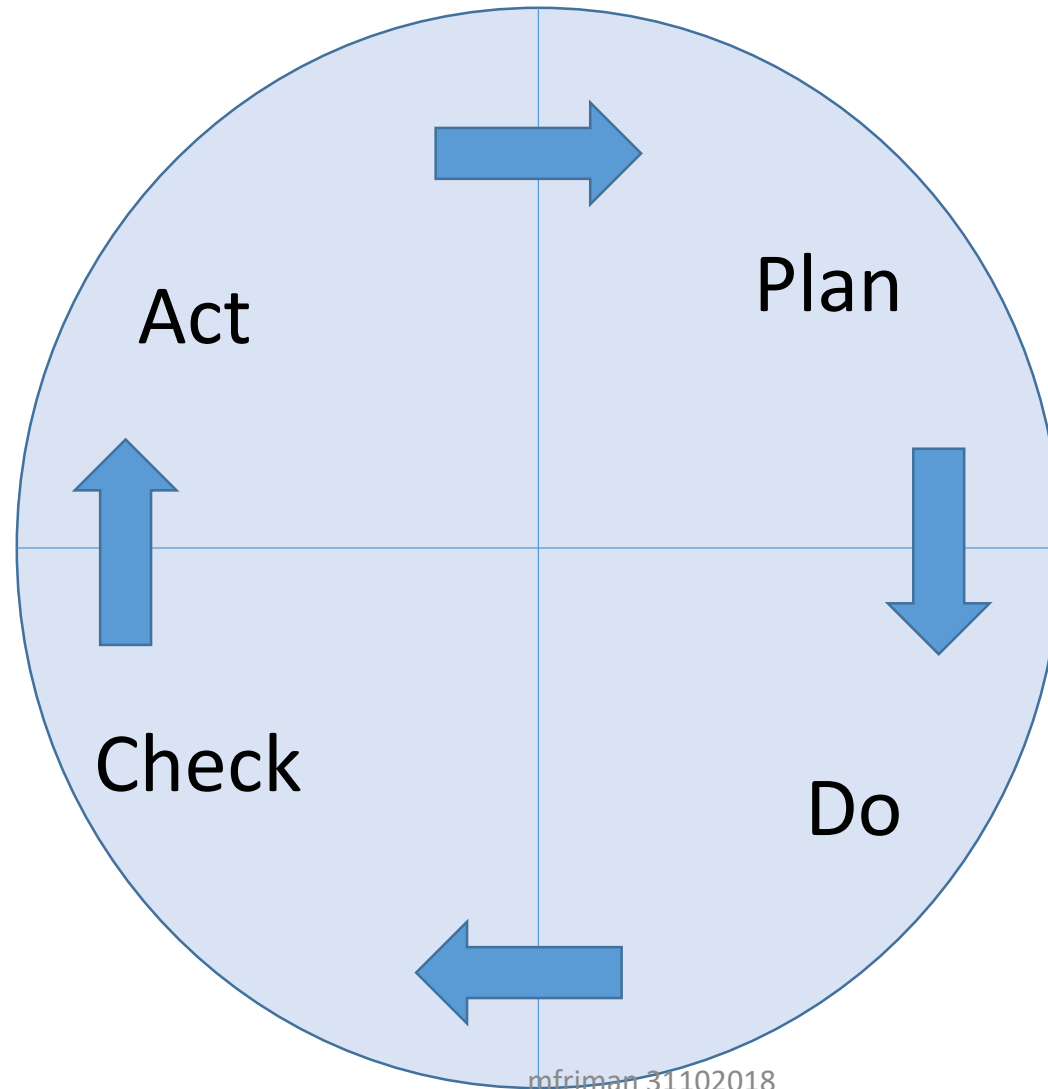
- Koko yhteisön huomioiminen
  - Opiskelijat, sidosryhmät
- Kommunikoitavuus
- Jatkuva kehittäminen
  - Strategiset linjaukset, toimintaympäristön muutokset, auditointipalautteet, käyttäjäpalaute

# Quality management through the cycle of continuous development

- HAMK quality management is carried out in accordance with the "continuous development cycle" model (PDCA model).
- PDCA cycle is a philosophy that guides daily work.
- A key feature is continuous, gradual development: an effort to made to achieve the best possible results or solutions for each situations in daily performance of work.
- The PDCA model can be seen as an operating model, which leads to continuous renewal, growth and development and is used to implement an approach that seizes opportunities, evaluates operations, solves problems and corrects errors immediately in line with the HAMK strategy.



# PDCA Cycle of continuous development



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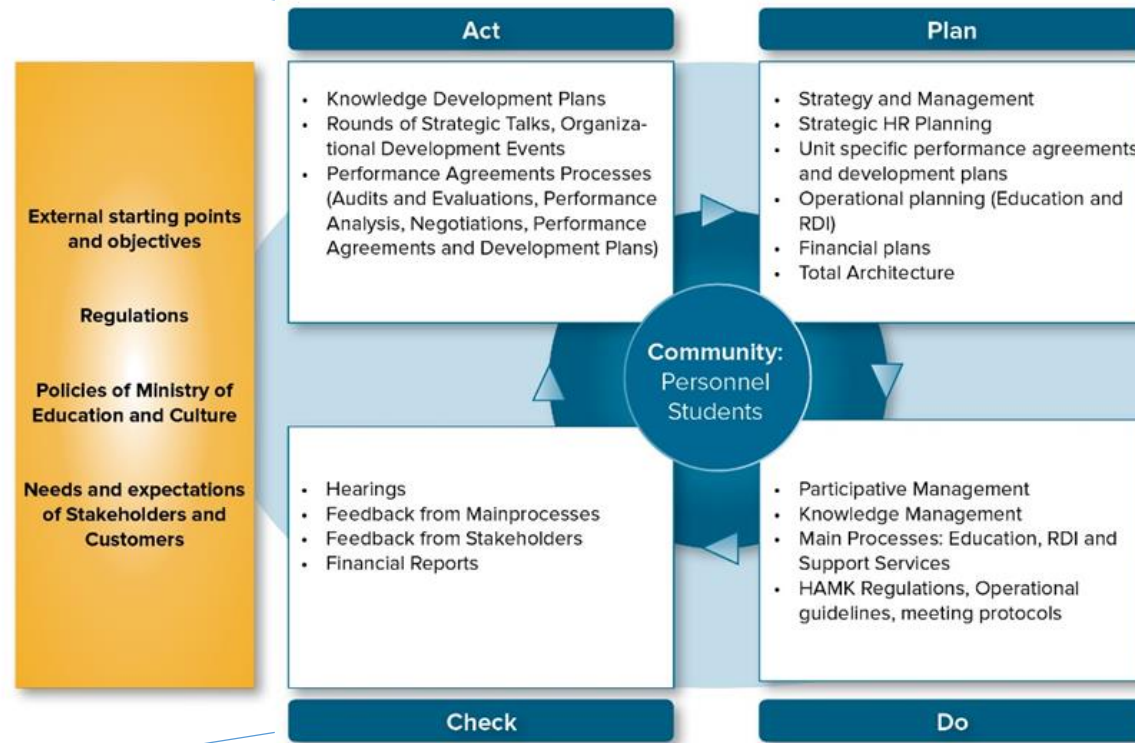
# The cycle of continuous development

## ACT:

- Operations are developed by analysing evaluation data
- Based on this data, refining ideas for restructure operations and solutions for correcting operations.
- Is applied in practical development during the next planning phase.

## PLAN:

- Based on strategies and analysed feedback data
- Makes possible to integrate both experience-based information and information concerning operating environment



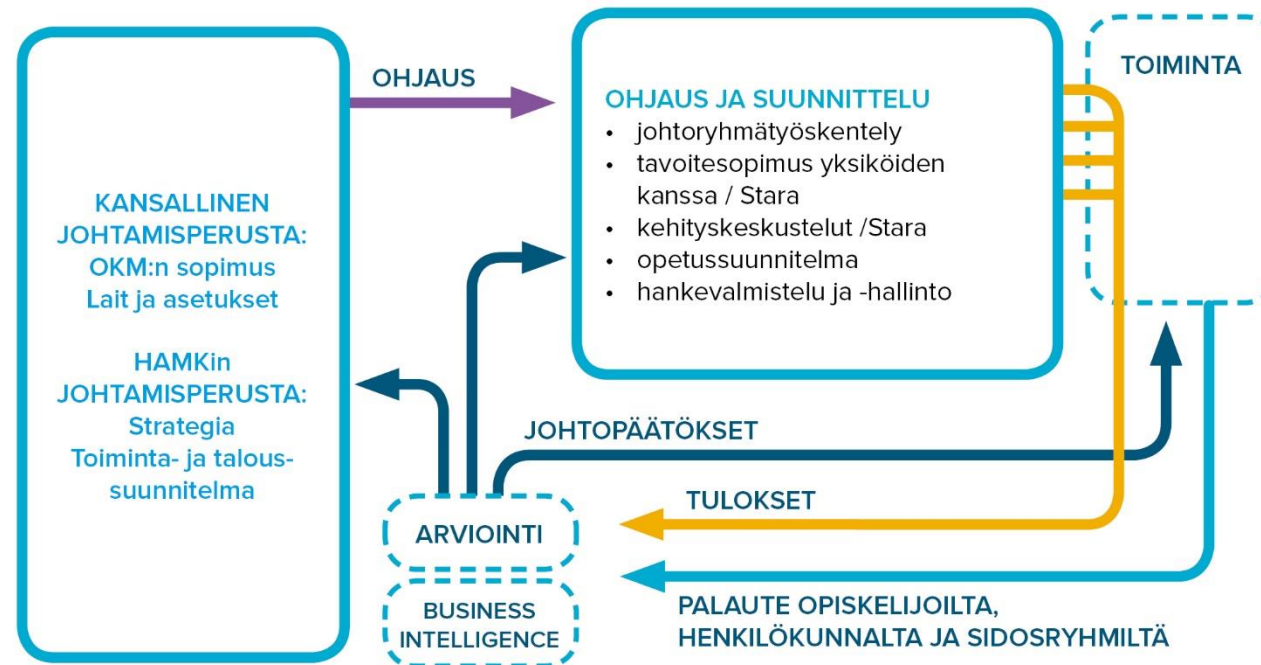
## CHECK:

- Evaluation data is systematically collected
- Comes from different feedback systems, surveys, steering and expert groups and advisory boards
- Striving to monitor and evaluate quality, impact and productivity in real time

## DO:

- Ensured by acting in accordance with established, used operating methods
- Observing valid operating guidelines
- Based on goal, planning and operating guidelines

# HAMK-TASON PDCA-SYKLI



# Continuous development of the quality system

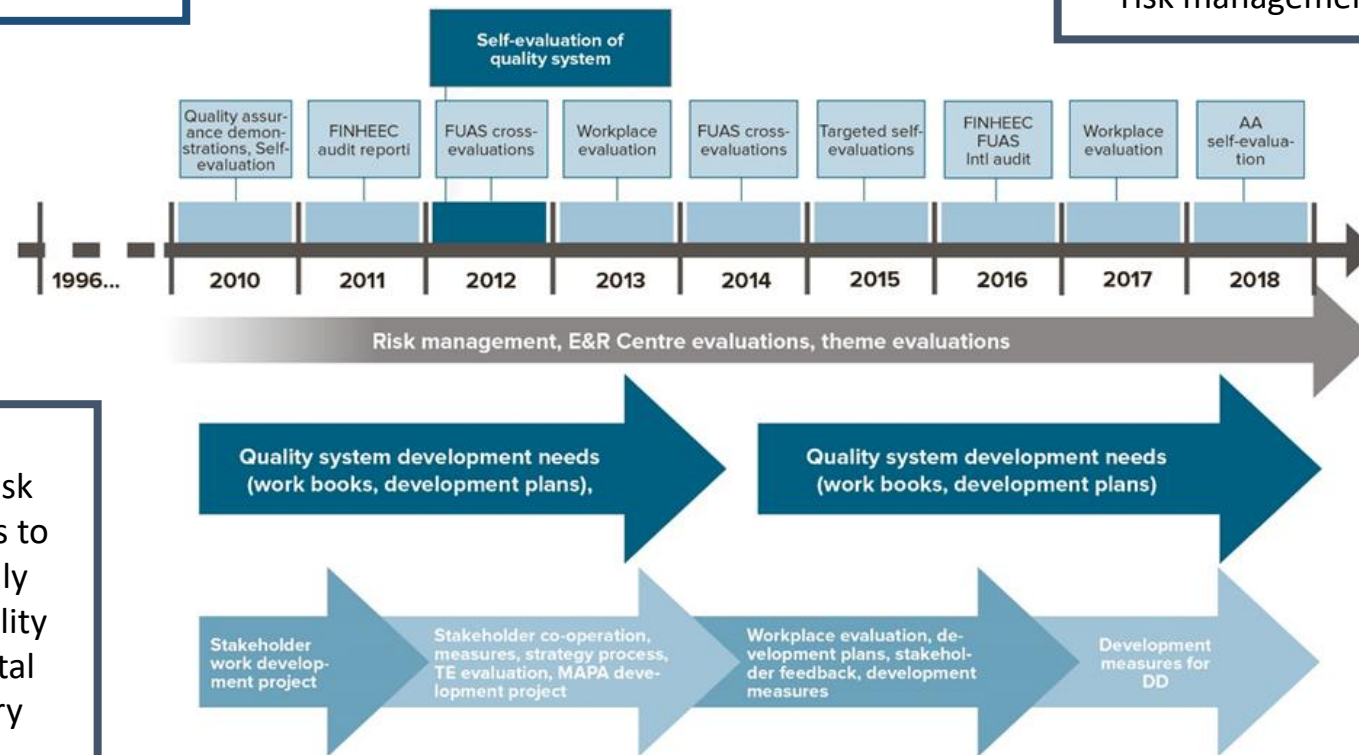
- Quality system is under continuous development.
- This is to keep the system up-to-date and ensure that its scope, structure and content make it an influential part of the management and operational management system.
- A comprehensive audit of the quality system is conducted once every six years.
- The targeted self-evaluations are conducted every year.
- The audit result serves as the basis for the further development of the quality system.
- The most important aspects of these audits are the revision and updating of operating guidelines based on need and feedback received.
- Quality system development work forms a logical, temporal continuum, in which phenomena encountered in operations are examined in accordance with the PDCA cycle model.

# HAMK Self-evaluation system

The Vice Rector bear the overall responsibility for developing the HAMK quality system.

Development, planning, implementation and evaluation of the quality system is promoted and coordinated by the Quality and risk management group.

Members of the management group are: Vice rector, managers, staff and student



The task of the Quality and risk management steering group is to continuously and systematically evaluate the status of the quality system, identify developmental needs and take any necessary measures.

# SEURAAVAT ASKELEET

- Järjestelmän digitalisoinni jatkaminen
- Tietojohtamisen vahvistaminen
- Sidosryhmien ja opiskelijoiden sitouttamisen jatkaminen
- Valmistautuminen 3. kierroksen auditointiin
  - Yhteiskuntavastuun mittarit
  - Benchmarking