

IMPLEMENTATION AND EVALUATION OF MODEL CAF IN EDUCATION ORGANIZATIONS

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ABSTRACT

In our contribution are described experiences concerning the development, implementation and evaluation of excellence model CAF in education organizations. There are described criteria and sub-criteria of model CAF and example of fulfilling these criteria by company Quality management Centre (CEMAKS) at the Slovak University of Technology in Bratislava. In contribution will be presented some ideas and opportunities for continuing improvement of quality level in education organization by application this model, analysis of model CAF criteria, methodology to develop this model, automated system of evaluation of model CAF which allows to measure quality level in time. This CAF model is useful tool for schools and universities on way to find new approach to increase quality level in education process.

Key Words: Quality, model, education, process.