

QUALITY MANAGEMENT IN UNIVERSITY EDUCATION PROCESS

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ABSTRACT

In my contribution possible implementation of quality management trends in education process at the Faculty of Civil Engineering of the Slovak University of Technology (SUT) in Bratislava (Slovakia) is described. Quality of education process depends on many important factors, like high qualification of teachers, good infrastructure concerning the education, library with new books and journals from all over the world, effective university information system etc. In the process of continual increasing the quality of education process we can implement quality management system according to ISO 98001:2008, total quality management, reengineering, Kaizen method and model of excellence CAF (Common assessment framework). Implementation of these quality management philosophies at university education process can lead into increasing quality of teachers and our customers-students and through them to application of new world knowledge and experiences to practice. At contribution are presented some important documents like quality policy, map of quality assurance and monitoring of education process at university.

Keywords: Quality, management, education, process, university.