

ALIKHAN BOKEIKHAN UNIVERSITY		
Level 2 QMS document	Revision No. 6 of 02.11.2021 instead of the revision No. 5 of 01.10.2019	DP.10.01/2021
Documented procedure		

APPROVED

Rector _____ Sh.A.Kurmanbayeva
«__» _____ 2021

**Documented procedure
«Analysis by management»
DP.10.01/2021**

Developed by

Vice-rector for Educational and Methodological Work

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«__» _____ 2021

Agreed with

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CONTENTS

1 Purpose and scope of application	3
2 Regulatory references	3
3 Documents related to the procedure	3
4 Definitions of terms, designations and abbreviations	3
4.1 Terms and definitions	3
4.2 Abbreviations	4
5 Responsibility	4
6 Description of the process	4
6.1 General regulations	4
6.2 Input data for analysis by Senior Management	5
6.3 Output data for analysis by Senior Management	5
6.4 Input data for analysis by the Management of educational programs	5
6.5 Output data for analysis by the Management of educational programs	5
7 Methodology	6
7.1 Main stages	6
8 Documentation and archiving	6
9 Annexes	8
10 Change Registration Sheet	11

1 PURPOSE AND SCOPE OF APPLICATION

1.1 This documented procedure of the quality management system has been developed in accordance with the requirements of Sections 5.6 and 8.5.1 of the ST RK ISO 9001:2016 for the analysis of the quality management system and is intended for use by the senior management of the university, an authorized representative of the quality management, heads of departments.

The original of this documented procedure is a paper medium.

1.2 The purpose of this procedure is to determine the method by which the quality management system should be periodically analyzed by the university management and the heads of educational programs in order to ensure the continued suitability, adequacy and effectiveness of the quality management system.

2 REGULATORY REFERENCES

The following regulatory documents were used in the development of this documented procedure:

ISO 9000:2017 Quality Management Systems- Basic provisions and vocabulary.

ST RK ISO 9001:2016 Quality Management Systems- Requirements.

ST RK 1037-2001 Record keeping and archiving. Terms and definitions.

DP.10.02/2018 Documentation management procedure

DP.10.03/2018 Procedure for managing quality records.

3 DOCUMENTS RELATED TO THE PROCEDURE:

Protocols of the meeting of collegial bodies.

4 DEFINITIONS OF TERMS, DESIGNATIONS AND ABBREVIATIONS

4.1 Terms and definitions

The University's quality management system - a set of organizational structure, methods, processes and resources necessary for the implementation of overall quality management. The quality management system should be subject to periodic analysis by management in order to analyze the current state, develop and implement management decisions aimed at improving the System.

Senior management - a person or group of employees who carry out the direction of activity and management of the organization at the highest level. The senior management at the university is the Academic Council, the rector.

Heads of educational programs - a person or group of employees who carry out the direction of activity and management at the level of educational programs.

Management of educational programs - meeting of the Department, Academic Quality Council of the Faculty, Educational and Methodological Council of the Faculty, Faculty Council, Educational and Methodological Council of the University.

Analysis by the Senior Management – an official assessment by the senior management of the state of the quality management system and its compliance with the university's quality policy.

Analysis by the Management of educational programs - an official assessment by the management of educational programs of the state of the quality management system and its compliance with the quality policy of the university.

Procedure - an established way of carrying out an activity or process.

Process - a set of interrelated and (or) interacting activities that use inputs to obtain the intended result.

Corrective action: The action taken to eliminate the cause of the non-compliance and prevent its recurrence.

Preventive action: An action taken to eliminate the cause of a potential non-compliance or other potentially undesirable situation.

4.2 Abbreviations

ARQM - authorized representative of the University Quality Management

QMS - quality management system

5 RESPONSIBILITY

Heads of divisions are responsible for preparing the source materials for analysis by the management.

The authorized representative of the quality management is responsible for the summary and provision of source information to the senior management, as well as for the analysis of the current state of the QMS.

The rector is responsible for the analysis of the QMS by the senior management.

6 DESCRIPTION OF THE PROCESS

6.1 General regulations

1. The QMS analysis is carried out by the university management in order to prove that the QMS complies with the requirements of the ST RK ISO 9001:2016, the University's Quality Policy, the University's Quality Objectives, the university's regulatory documents, that the quality management system is suitable and aimed at continuous improvement and effective functioning.

2. The owner of the process "QMS Analysis by management", who makes the necessary decisions to improve the QMS at the university level, is the rector of the university. The main coordinator of the work responsible for the analysis, processing of information, development of recommendations for improving the activities of the university is an authorized representative of the quality management - the Vice-rector for Educational and Methodological Work of the university.

Vice-rectors in areas of activity, heads of processes and/or structural divisions carry out general management of the QMS analysis process within their processes and/or structural divisions. They are responsible for timely provision to the authorized representative of the Quality Management (ARQM) of the results of the QMS

analysis of their processes and/or structural divisions, reports and suggestions for their improvement, as well as other reliable information about the state of the QMS within their processes and/or structural divisions required for the analysis of the QMS of the university as a whole, at the request of the ARQM.

3. The university management conducts an analysis of the QMS annually.

The collection of information on the state of functioning of the main processes in accordance with the Development Strategy of the university is carried out until July 10.

The authorized representative of the quality management provides information for the report of the Rector of the University at the meeting of the Academic Council. Based on the report, the collegial body (Academic Council) of the university evaluates the effectiveness of the functioning of the quality management system;

4. The management of educational programs analyzes the QMS in accordance with the work plan of the relevant collegial bodies. The collection of information on the state of functioning of the main processes is carried out ten days before the meeting of the collegial bodies of the management of educational programs.

6.2 Input data for analysis by Senior Management includes:

- the results of achieving the planned target indicators for the main processes provided by the supervising vice-rectors.

6.3 The output data for analysis by Senior Management includes:

- resolution of the Academic Council on measures to improve processes.

6.4 Input data for analysis by the Management of educational programs includes:

- results of internal audits;
- results of discussion of educational programs with social partners;
- survey results of internal and external stakeholders;
- recommendations for improvement.

6.5 The output data for analysis by the Management of educational programs includes:

- updating of educational programs;
- updating of work programs.

7 METHODOLOGY

7.1 Main stages:

The process of QMS analysis by management includes the following steps:

1. Planning of the work of collegial bodies of Senior management and Management of educational programs.

2. QMS analysis by senior management:

- by July 10, the vice-rectors for the main processes of the QMS of the university provide a report on the achievement of the target indicators planned in the Strategic Development Plan of the University. This information is provided to the Vice-Rector for Educational and Methodological Work of the university;

- for the analysis of the QMS, the Vice-rector for Educational and Methodological Work provides the rector with a general summary report on the results of the analysis of the main QMS processes, proposals for updating the QMS documentation based on information about the results of the analysis of existing QMS documents of the university, proposals for changes, cancellation, withdrawal and release of new documents;

- within a month, the rector of the university, together with an Authorized representative of the quality management, analyzes the summary report and prepares a draft resolution for consideration of these documents at an expanded meeting of the Academic Council of the University, which is held once a year.

3. QMS analysis by the management of educational programs:

- 10 days before the start of the review of processes at a meeting of the collegial body, the heads of processes and/or structural divisions present the results of internal audits, the results of discussions of educational programs with social partners, the results of questionnaires of internal and external stakeholders, as well as recommendations for improving the process;

- a summary analysis of the results of the functioning of the QMS processes is considered at a meeting of the collegial bodies of the Management of educational programs.

8 DOCUMENTATION AND ARCHIVING

8.1 The original of the documented procedure is kept in the Department of Academic Affairs of the University until the expiration, cancellation or replacement.

8.2 The quality records generated in the course of work under this documented procedure include the form given in Table 1.

Table 1

№	Document name	Form	Storage location
1	Protocol of the meeting of the Academic Council	F 01-DP.10.01/2021	Secretary of the Academic Council
2	Protocol of the meeting of the Educational and Methodological Council of the University, Faculty	F 02- DP.10.01/2021	Secretary of the Educational and Methodological Council of the Faculty
3	Protocol of the meeting of the Faculty Council	F 03- DP.10.01/2021	Secretary of the Faculty Council

9 ANNEXES

Form F 01-DP.10.01/2021

Alikhan Bokeikhan University

Alikhan Bokeikhan University

XATTAMA

PROTOCOL;

№ _____

№ _____

« ____ » _____ 20 ____ ж

« ____ » _____ 20 ____

Time and place of the meeting: _____

Chairman - Full name**Academic Secretary** - Full name**Members of the Academic Council:** in total – _____, – there were _____ people present (the list is attached)**THE AGENDA**

1. _____

2. _____

.....

1. LISTENED:

Full name (the text of the report is attached) _____

SPEAKERS:

Full name – brief recording of the speech.

Full name –

DECIDED:

1. _____

2. _____

.....

The resolution was adopted unanimously.

Chairman of the Academic Council _____
(signature) (decryption of the signature)Academic Secretary _____
(signature) (decryption of the signature)

Form F 02-DP.10.01/2021

Alikhan Bokeikhan University

Alikhan Bokeikhan University

XATTAMA

№ _____

« ____ » _____ 20 ____ ж

PROTOCOL

№ _____

« ____ » _____ 20 ____

Time and place of the meeting: _____

Chairman - Full name**Secretary of the EMC** - Full name**Members of the EMC:** in total – _____, – there were _____ people present (the list is attached)**THE AGENDA**

1. _____

2. _____

.....

1. LISTENED:

Full name (the text of the report is attached) _____

SPEAKERS:

Full name – brief recording of the speech.

Full name –

DECIDED:

1. _____

2. _____

.....

The resolution was adopted unanimously.

Chairman of the EMC _____
(signature) (decryption of the signature)Secretary of the EMC _____
(signature) (decryption of the signature)

Form F 03-DP.10.01/2021

Alikhan Bokeikhan University

Alikhan Bokeikhan University

XATTAMA

PROTOCOL

№ _____

№ _____

« ____ » _____ 20 ____ ж

« ____ » _____ 20 ____

Time and place of the meeting: _____

Chairman - Full name**Secretary of the Faculty Council** - Full name**Members of the Faculty Council:** in total – _____, – there were _____ people present (the list is attached)**THE AGENDA**

1. _____

2. _____

.....

1. LISTENED:

Full name (the text of the report is attached) _____

SPEAKERS:

Full name – brief recording of the speech.

Full name –

DECIDED:

1. _____

2. _____

.....

The resolution was adopted unanimously.

Chairman _____
(signature) (decryption of the signature)Secretary _____
(signature) (decryption of the signature)

