

# FIRAT UNIVERSITY

## QUALITY

### Performance Guide

**Efficiency is doing things right;  
effectiveness is doing the right things.**

**-Peter Drucker**



# FIRAT UNIVERSITY

## QUALITY

## Performance Guide



Our university's quality studies are evaluated every year by the Higher Education Quality Council (YÖKAK) with an external evaluation program and peer evaluation model.

The Higher Education Quality Board is an administratively and financially autonomous, public legal entity and special budget organization that evaluates the quality levels of higher education institutions' education, training and research activities and administrative services according to national and international quality standards, and carries out internal and external quality assurance, accreditation processes and authorization of independent external evaluation institutions.

The main duties of the Higher Education Quality Board are as follows;

- To conduct external evaluation of higher education institutions, to carry
- out the processes of authorization and recognition of accreditation bodies, to ensure the internalization
- and dissemination of quality assurance culture in higher education institutions.

# ABOUT KIDR

## Internal Institutional Evaluation Report

The Institutional Internal Evaluation Report (KIDR) is prepared by the institution every year (the previous year's report) to monitor the annual internal evaluation processes of the institution and to be used as a basis in the Institutional External Evaluation Program and/or Institutional Accreditation processes.

The purpose of K  DR is to help the institution identify its own strengths and areas of development and contribute to the improvement processes. The preparation process of the report is one of the important opportunities that enable the institution to benefit from the Institutional External Assessment Program and Institutional Accreditation processes at the highest level.

Communication and collaboration with stakeholders should be used for self-assessment studies and the dissemination and internalization of a quality assurance culture.

In K  DR, 58 different questions are asked to our university on 5 different subjects, and we are expected to choose a maturity level between 1 and 5 for each question and prove it.

If we summarize the maturity levels; 1- There is no study related to the subject, 2- There is a study related to the subject in the planning stage or on paper, 3- There are defined processes related to the subject and they are implemented but they are not widespread, that is, they exist in some places. The results cannot be fully monitored. 4-There are defined processes related to the subject, they are spread to the base, the results are monitored and evaluated with all stakeholders, 5-Everything is perfect, other units/universities take our example.



###   rnek G  sterilebilir

**5** Kurumsal ama  lar do  rultusunda, s  rd  r  lebilir ve olgunla  mı   (s  rekli iyile  tirmeyi sa  lamı  -PUK     vrimleri tamamlanmı  ) uygulamalar kurumun tamamında benimsenmi   ve g  vence altına alınmı  tır (s  rekli  lik, sahiplenme); kurumun kendine   zg   ve yenilik  i bir  ok uygulaması bulunmakta ve bu uygulamaların bir kısmı di  er kurumlar tarafından   rnek alınmaktadır.

### Planlama, Uygulama, Kontrol Etme ve   nlem Alma

**4** T  m alanları (kurumun genelindeki t  m birimleri) kapsayan uygulamaların sonu  ları ve payda   g  r   leri sistematik ve kurumun i   kalite g  vencesi sistemiyle uyumlu olarak izlenmekte ve payda  larla birlikte de  erlendirilerek   nlemler alınmaktadır(veya i   kalite g  vencesi sistemini y  nlendirmektedir).

### Planlama ve Uygulama

**3** T  m alanları/birimleri kapsayan uygulamalar bulunmaktadır ve uygulamalardan bazı sonu  lar elde edilmi  tir. Ancak bu sonu  ların izlenmesi yapılmamakta veya kısmen yapılmaktadır (sistematik olmayan izleme, t  m uygulamalarda izleme olmaması, izlemenin i   kalite g  vencesi sistemi ile uyumlu olmaması).

### Planlama

**2** Planlama (tanımlı s  re  ler) bulunmakta; ancak herhangi bir uygulama bulunmamakta (sadece mekanizma var veya fikir a  amasında) veya kısmi uygulamalar (t  m alanları ve/veya birimleri kapsamayan) bulunmaktadır.

###   alı  ma Bulunmamaktadır

**1** Planlama, tanımlı s  re  ler, uygulamalar veya mekanizmalar bulunmamaktadır.



# KIDRECRITERIA

## Internal Institutional Evaluation Report

While preparing the Internal Institutional Evaluation Report (IDR), a total of 58 questions on 5 different topics are answered with evidence;

### A. Quality Assurance System (11 Questions)

- Mission and Strategic Goals Internal
- Quality Assurance
- Stakeholder
- Participation Internationalization

200 Points

### B. Education-Training (22 Questions)

- Program Design and Approval Student
- Admission and Development
- Student-Centered Learning, Teaching and Assessment Faculty Learning
- Resources
- 
- Monitoring and Updating Programs

400 Points

### C. R&D (12 Questions)

- Research Strategy
- Research Resources
- Research Competence
- Research Performance

150 Points

### D. Social Contribution (4 Questions)

- Social Contribution Strategy
- Social Contribution Resources
- Social Contribution Performance

100 Points

### E. Management System (9 Questions)

- Structure of Management and Administrative
- Units Management of
- Resources Information
- Management System
- Support Services Public Information and Accountability

150 Points

*Firat University Quality Commission was established by taking these 5 main headings into consideration.*

# WHAT IS PUKÖ?

## Plan-Do-Check -Act

It is expected that the institution will place the PUKÖ cycle at the centre of its quality studies.

All work

- done **with a plan** is expected to start with planning. In the planning phase, all processes should be prepared by considering them, meetings and discussions should be held by ensuring the participation of stakeholders.

### Implement

- The processes discussed on paper during the planning phase are expected to be implemented at this stage. Implementation is expected to be done in accordance with the planning.

### Check

- After the issue planned in detail and with all stakeholders in the planning phase is implemented in the implementation phase, feedback from the application (survey, scale, observation, etc.) should be obtained and analyzed in the Check phase. Deficiencies should be identified.

### Take Action

- The feedback received is analyzed and when planning the next issue, these issues are taken into consideration and expected to lead the planning.

Thus, a cycle has been completed and lessons have been learned and these have been taken into consideration in the next planning. [We call this a cycle.](#)






**FIRAT UNIVERSITY**

**QUALITY**

**UN**

**COMMISSION**

# QUALITY UNIT



At Fýrat University, quality processes are managed by the Quality Unit and Commission on behalf of the top management. There is a Quality Representative, Quality Commission and Quality Unit secretariat in the Quality Unit. The Quality Unit Working Procedures and Principles are included in the Fýrat University Quality Management Legislation.

The Quality Commission consists of members divided into 5 sub-commissions depending on their field expertise. Sub-commissions are formed by sub-commissions from among their own members. Elects the President and reports to the Quality Unit;

A. Quality Assurance System Sub-Commission B. Education-Training Sub-Commission C. R&D Sub-Commission D. Social Contribution Sub-Commission E. Management System Sub-Commission

- The Quality Commission meets at least twice a year.
- Sub-Commissions meet once a month. Working
- Groups meet twice a month.

**Working Groups** are groups consisting of one person from each sub-commission. Working groups consist of 5 people, as there is one person from each sub-commission. The Working Group selects one of its members as the group head and reports to the Quality Unit.

Working group members share the information and experiences they have obtained from the work field with the members of the commission when they return to their sub-commissions, thus creating the institutional memory of the relevant sub-commission.

The units of our universities are assigned to the Working Groups as the work fields. Working group members examine the assigned Units based on their own Sub-Commission criteria and evaluate them using a peer evaluation model to make recommendations.

In summary, the Quality Commission member is also a member of a Sub-Commission and a member of a Working Group. He/she performs duties in the working group he/she joins according to the field of work of the Sub-Commission he/she is in. He/she then shares the information he/she obtains in the field with the members of the Sub-Commission.



# QUALITY UNIT

COMMISSION



- The Quality Commission is selected from among competent people in their fields of expertise according to the Quality Main Processes.
- The general assembly meets at least twice a year.

- There are 5 Sub-Commissions and each Sub-Commission has at least 7 members. Members

Quality.

They are selected from the commission according to their areas of expertise and divided into sub-commissions.

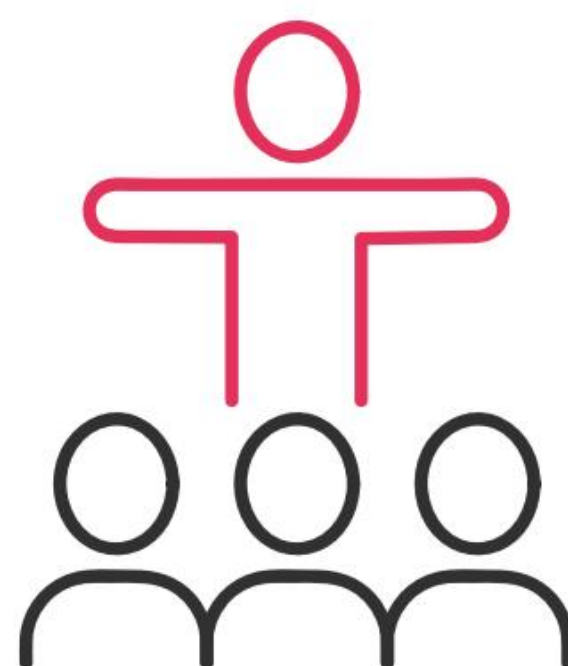
- They meet at least once a month.
- They are responsible for providing a general overview of the Fýrat University Sub-commission's field of work.



- Quality Commissions must be established in the units and their managers must be appointed as Quality Ambassadors.
- The unit has three elements called BIDR, BGBR and BKP. These three objects are a reflection of all the operations of the unit during the year.



- 7 Working Groups consisting of 5 people are formed by taking one member from each Sub-Commission.
- They meet at least twice a month.
- Working Groups are a summary of the larger Quality Commission. Working groups
- are responsible for at least 5 units and guide the quality work of the units.
- Examines the unit's BIDR and gives feedback to the unit by writing BGBR.





# UNIT COMMISSION

# QUALITY

## Kalite Çalışmalarında Fırat Modeli

### Kalite Komisyonu

Kalite Komisyonu alanında uzman, kurum hafızasına sahip ve YÖKAK Dış Değerlendirme Programında belirlediği 5 ana konu hakkında çalışmış akademisyen, idari personel ve paydaşlardan oluşmaktadır.

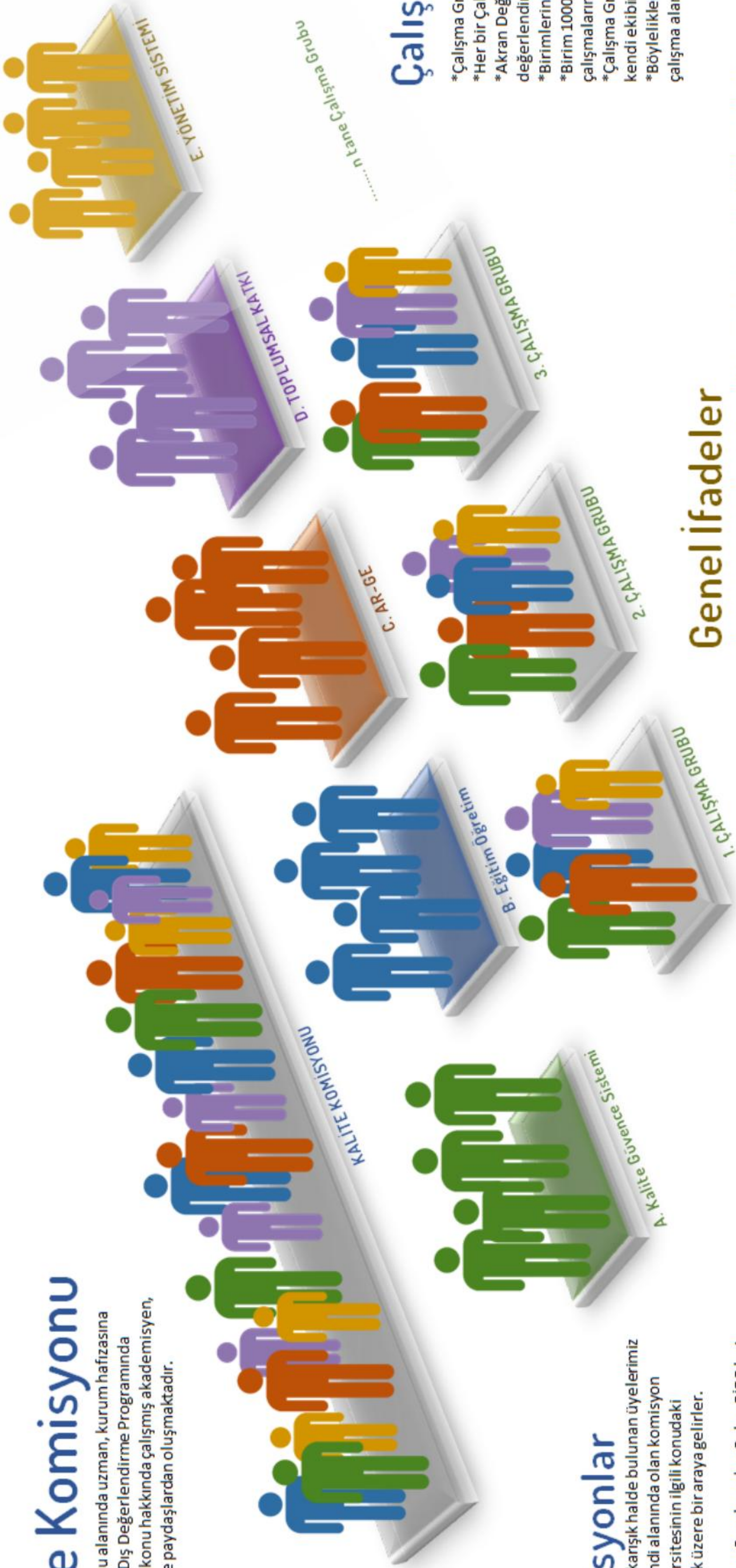
### Alt Komisyonlar

Kalite Komisyonunda karışık halde bulunan üyelerimiz Alt Komisyonlarda kendi alanında olan komisyon üleriyle, Fırat Üniversitesinin ilgili konudaki çalışmalarını yürütmek üzere bir araya gelirler.

Alt Komisyonlar Çalışma Gruplarından Gelen BİDR leri kendi alanları ile alakalı inceler ve KİDR yazımında yaygın bir kanıt listesi ortaya koyar. Çalışma alanları ile alakalı kurum kültürü oluşturmaya çalışır.

Alt Gruplar YÖKAK Portal ve Web sayfasını sürekli takip ederek güncelliğini ve yapılan olumlu çalışmaların kendi gruplarında görüşülmek üzere masaya yatırarak.

Aldıkları kararları Çalışma Gruplarına gittiklerinde sahada uygulama yaparak Geri Bildirimleri alacaklardır.



### Çalışma Grupları

- \*Çalışma Grupları her Alt Komisyon'dan bir üye olarak oluşturulur.
- \*Her bir Çalışma Grubuna bir kaç fakülte\okul\birim atanır.
- \*Akran Değerlendirme Modelini kullanarak atanan fakülte\okul\birim değerlendirmeye alınır.
- \*Birimlerin BİDR leri incelenerek Birime BGBR hazırlanır.
- \*Birim 1000 Puan üzerinden değerlendirilerek Fırat Üniversitesinin kalite çalışmalarına etkisi birime rapor edilir.
- \*Çalışma Grubu üyesi edindiği tecrübesini Alt Grubuna geri dönerek kendi ekibine paylaştırır.
- \*Böylelikle birim zamanda efektif bir tecrübe sağlanarak alt gruplarda çalışma alanlarında ciddi bir kurum hafızası oluşmuş olur.

### Genel İfadeler

- \*Kaite Komisyonunun tüm üyeleri ile bir araya gelmesine Genel Birleşim adı verilir.
- \*Genel Birleşimler Rektörlük Binasında olurken Alt Komisyon Birleşimleri Kalite Biriminde yapılacaktır.
- \*BİDR raporları Üniversitemiz tarafından hazırlanan Web Tabanlı Otomasyon sayesinde yılın her anı kullanılarak efektif bir kültür oluşumu sağlanacaktır.
- \*Otomasyonun yönetim tarafından anlık takip edilmesi sebebiyle birimlerimizin kalite gelişim süreçleri anlık grafiklerle izlenebilecektir.
- \*Kalite Birimi tarafından Alt Grupların çalışmalarını kolaylaştıracak Eğitimler Online olarak FÜSEM ve FUZEM birimlerimizde hazırlanarak birimlerde bir program dahilinde



# WHAT IS BIDR ?

## Unit Internal Evaluation Report

BIDR, Unit Internal Evaluation Report is a report that all units affiliated with Fırat University upload online at any time of the year and finalize at the end of the year.

### What is BIDR?

BIDR is a report prepared annually by the units affiliated to Fırat University regarding the 5 main processes of Quality and their sub-processes. The Unit Internal Evaluation (BIDR) Reports of the units are published at [kalitebirmi.firat.edu.tr](http://kalitebirmi.firat.edu.tr) .

### Who prepares BIDR?

It is prepared by the Institute, Faculty, Vocational School, School of Higher Education, Centers, Administrative Units and other units affiliated to the Rectorate. One of the members of the Quality Commission previously established in the relevant units, who is in the management cadre, is selected as the Quality Ambassador of the unit.

The Unit Quality Commission, the Unit Quality Ambassador, and the Working Group assigned to the Unit, in consultation with each other, form the BIDR with the help of a Web-based automation.

### When is the BIDR prepared? It is

created at any time of the relevant year, with continuous uploads using web-based automation. The latest data submission is the last day of November of the relevant year.

### What is BGBR?

The BGBR, called the Unit Feedback Report, is written by the Working Group as a response to the BIDR of the relevant unit.

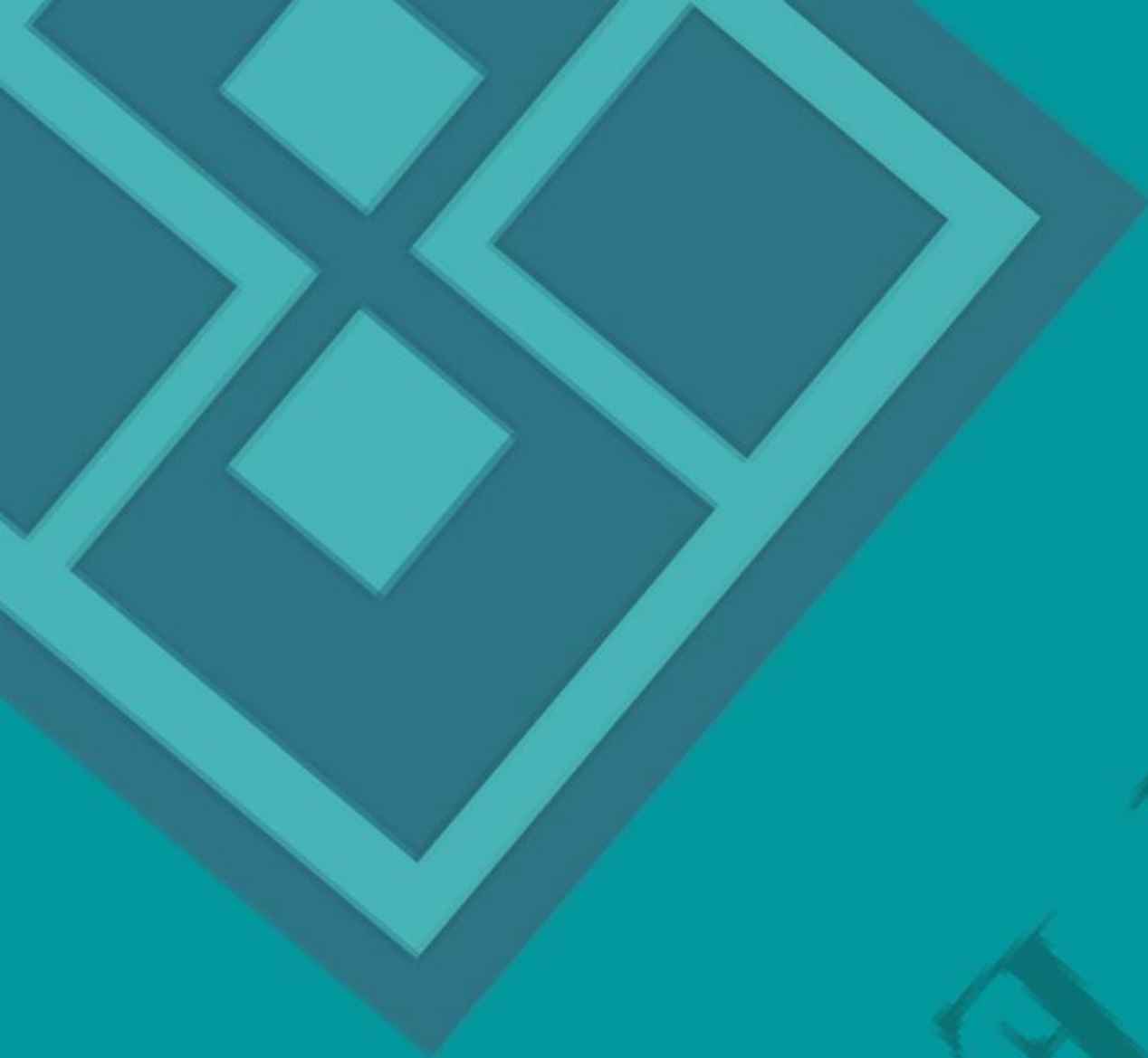
BGBR document review is prepared objectively according to certain criteria as a result of field visits and is published on [kalitebirmi.firat.edu.tr](http://kalitebirmi.firat.edu.tr) .

According to Fırat University's KyDR results, the weight calculation is made and the contribution of the units to Fırat University quality studies is published on the quality unit page with graphics.

Example:

Birim Adı	Puanı
Fırat Üniversitesi	600
A Fakültesi	800
B Fakültesi	300
C Fakültesi	550





**FIRAT** UNIVERSITY

**ALIT**

**Performance Scoring**







# QUALITY PERFORMANCE

## Evaluation

Fýrat University Quality Unit evaluates the quality work of the units affiliated to our University with 5 main criteria and 58 sub-criteria.

The total scores of the criteria and the question weights are as follows;

### **A. Quality Assurance System** (200 Points / 11 Questions = 18.18 Points for Each Question)

Mission and Strategic Goals Internal  
Quality Assurance  
Stakeholder  
Participation Internationalization

### **B. Education-Training** (400 Points / 22 Questions = 18.18 Points for Each Question)

Design and Approval of Programs Student  
Admission and Development  
Student-Centered Learning, Teaching and Evaluation Faculty Learning  
Resources Monitoring  
and Updating of Programs

### **C. R&D** (150 Points / 12 Questions = 12.50 Points Each Question)

Research Strategy  
Research Resources  
Research Competence  
Research Performance

### **D. Social Contribution** (100 Points / 4 Questions = 25 Points Each Question)

Social Contribution Strategy  
Social Contribution Resources  
Social Contribution Performance

### **E. Management System** (150 Points / 9 Questions = 16.66 Points Each Question)

Structure of Management and Administrative  
Units Management of  
Resources Information  
Management System  
Support Services Public Information and Accountability

In order to earn points from the relevant question, it is necessary to have earned a maturity level of 3 or above.  
The final decision on the maturity level is the decision of the Working Group assigned to the relevant unit.





# QUALITY PERFORMANCE

## Evaluation

An example assessment; The following relevant question is about Sub-Criteria 3 of the Education-Training Sub-Commission. It is the 3rd question.

Let's say that the Faculty of Sports Sciences, one of the units affiliated to our university, has marked the maturity level (3) for this question. In other words, student feedback is systematically collected and analyzed, but feedback and necessary precautions cannot be taken in every lesson. (There is a survey, but we do not evaluate and monitor the results.)

If the Working Group has concluded that the BGBR is 3 or higher for this question during the document and field visits, the Faculty of Sports Sciences will receive 18.18 points, which is the weight of the relevant question.

B.3.3. Öğrenci geri bildirimleri (Ders-öğretim üyesi-program-genel memnuniyet anketleri, talep ve öneri sistemleri)

### Olgunluk düzeyi

1	2	3	4	5
Kurumda öğrenci geri bildirimlerinin alınmasına yönelik mekanizmalar bulunmamaktadır.	Kurumda öğrencilerin geri bildirimlerinin (ders, dersin öğretim elemanı, diploma programı, hizmet ve genel memnuniyet seviyesi, vb.) alınmasına ilişkin mekanizmalar oluşturulmuştur. Ancak hiç uygulama yoktur veya tüm birimleri kapsamayan uygulamalar vardır.	Öğrenci geri bildirimleri (ders, dersin öğretim elemanı, diploma programı, hizmet ve genel memnuniyet seviyesi, vb.) sistematik olarak (her yarıyıl ya da her akademik yılsonunda) alınmaktadır. Ancak alınan geri bildirimler iyileştirmeye yönelik karar alma süreçlerinde kullanılmamaktadır.	Tüm programlarda tüm öğrenci gruplarının geri bildirimlerinin alınmasına ilişkin uygulamalardan (geçerlilik ve güvenilirliği sağlanmış, farklı araçlar içeren) elde edilen bulgular, sistematik olarak izlenmekte ve izlem sonuçları paydaşlarla birlikte değerlendirilerek önlemler alınmaktadır.	Kurumsal amaçlar doğrultusunda ve sürdürülebilir şekilde yürütülen öğrenci geri bildirimlerinin alınmasına ilişkin olgunlaşmış uygulamalar kurumun tamamında benimsenmiştir; kurumun bu kapsamda kendine özgü ve yenilikçi birçok uygulaması bulunmakta ve bu uygulamaların bir kısmı diğer kurumlar tarafından örnek alınmaktadır.

### Kanıtlar

- Tanımlı öğrenci geri bildirim mekanizmaları
- Öğrenci geri bildirimleri kapsamında gerçekleştirilen iyileştirmelere ilişkin uygulamalar
- Öğrencilerin karar alma mekanizmalarına katılımı örnekleri
- Standart uygulamalar ve mevzuatın yanı sıra; kurumun ihtiyaçları doğrultusunda geliştirdiği özgün yaklaşım ve uygulamalarına ilişkin kanıtlar





# QUALITY PERFORMANCE

## Evaluation

Quality according to the Unit Quality Score (BKP) collected by the units affiliated to our university. They will be entitled to receive one of the stars that is our criterion.



Pale Star

BKP<200,

Bronze Star

200<BKP<400,

Silver Star

400<BKP<600,

Gold Star

600<BKP<800,

Purple Star

800<BKP<1000,

The stars our units receive are for the relevant year and in the first month of each year, the stars of the previous year are The evaluation is completed and the star rating is performed.

During the Active Period, the elimination of the aspects that are open to development as a result of BGBR is the star will cause the ascension and the star change will occur during the active period.

The star our units achieve will be displayed as an icon on the unit's website.

An example demonstration;

F.Ü. Anasayfa

Anasayfa

iletişim

Üye Girişi

Türkçe

English



**FIRAT**  
ÜNİVERSİTESİ

## Spor Bilimleri Fakültesi



AnaSayfa

Yönetim

Lisans

Lisansüstü

Dökümanlar

Hakkımızda

İletişim

İç Kontrc



### ÖZEL YETENEK SINAV İŞLEMLERİ

2020-2021 Yılı Online Sınav

Başvurusu

### HIZLI LİNKLER

2020-2021 Yılı Online Sınav

Başvurusu

Fırat E-Posta

Öğrenci İşleri Otomasyonu

Üniversite Kütüphanesi

Akademik Takvim

### HABERLER



3 Aralık Dünya Engelliler

Günü Etkinliği

Ara 23, 2020

### DUYURULAR

EKİ

13

2020

2020-2021 DERS YILI GÜNCEL DERS PROGRAMI

EYL

SPOR BİLİMİ FİRİ FAKÜLTESİ ÖZEL





# QUALITY PERFORMANCE

## Evaluation

	<p><b>Pale Star BKP &lt;200</b> Our unit with Pale Star must urgently focus on quality work.</p> <p>It seems that General K��DR is one of the units that pulls F��rat University down.</p> <p>Intensive work should be spent with the Quality Representative and the Working Group.</p>
	<p><b>Bronze Star 200&lt;BKP&lt;400</b> Our unit that receives the Bronze Star, quality studies generally seem to remain on paper. Our university needs to help with quality studies. We should focus on areas open to development and make stable and definite decisions in the short term.</p>
	<p><b>Silver Star 400&lt;BKP&lt;600</b> Our unit with Silver Star appears to be close to the maturity level in terms of quality work. It is important to complete PUK�� cycles by giving importance to stakeholder participation.</p>
	<p>Our unit, which has a <b>Gold Star of 600&lt;BKP&lt;800</b>, has completed its management with strategic management and processes in quality studies and is one of our units that plays a leading role in the accredited studies of our institution.</p> <p>He is one of us who has turned PUK�� cycles into a culture.</p>
	<p><b>Purple Star 800&lt;BKP&lt;1000</b> Our unit with the Purple Star has achieved international standards in the quality work of our institution.</p> <p>It is an indication that the accreditation process will be smooth.</p>



# A. QUALITY ASSURANCE SYSTEM

## SUB-COMMISSION

Our Commission, which deals with 11 questions, constitutes 200 points out of 1000 points. The point weight of the questions is 18.18 points.

The main headings for the commission's field of work are as follows;

### **A.1 Mission and Strategic Objectives**

As part of its strategic management, the institution should determine its quality assurance policies and strategies to implement these policies and share them with the public.

### **A.2 Internal Quality**

**Assurance** The institution should establish an internal quality assurance system and ensure that the processes are reviewed and continuously improved through this system. The authority, duties and responsibilities of the Quality Commission should be clearly defined and a quality culture should be disseminated in the institution.

### **A.3 Stakeholder**

**Participation** The institution should ensure the participation and contribution of internal and external stakeholders to the quality assurance system.

### **A.4 Internationalization**

The institution should periodically monitor and continuously improve the activities it carries out in line with its internationalization strategy and objectives.

# B. EDUCATION-TRAINING

## SUB- COMMISSION

Our Commission, which is addressed with 22 questions, constitutes the largest share with 400 points out of 1000 points. The points weight of the questions is 18.18 points.

The main headings for the commission's field of work are as follows;

**B.1 Design and Approval of Programs** The institution should design the programs it runs in accordance with the objectives and learning outcomes of the curriculum. The qualifications of the programs should be defined based on the Turkish Higher Education Qualifications Framework. In addition, the institution should have defined processes for program design and approval.

**B.2 Student Admission and Development** The institution should determine clear criteria for student admissions and apply the previously defined and published rules regarding the recognition and certification of diplomas, degrees and other qualifications in a consistent and permanent manner.

**B.3 Student-Centered Learning, Teaching and Evaluation** The institution should ensure that students achieve the objectives and learning outcomes of the programs throughout their education, and implement practices that include active learning strategies and methods during this process. A student-centered and competency-based approach should also be adopted in measurement and evaluation processes.

**B.4 Academic Staff** The institution must be fair and open in all processes related to the recruitment, appointment, promotion and course assignment of academic staff. It must provide opportunities for the continuous improvement of the educational competencies of academic staff.

**B.5 Learning Resources** The institution must have appropriate resources and infrastructure to carry out education and training activities and ensure that learning opportunities are adequate and accessible to all students.

**B.6 Monitoring and Updating Programs** The institution should periodically review and update its programs to ensure that they meet the educational objectives and meet the needs of students and society. It should regularly monitor its graduates.



# C.R&D

## SUB - COMMISSION

Our Commission, which deals with 12 questions, constitutes 150 points out of 1000 points. The point weight of the questions is 12.50 points.

The main headings for the commission's field of work are as follows;

**C.1 Research Strategy** The institution should conduct research and development activities that are compatible with its academic priorities determined within the framework of its strategic plan, that can produce value and be transformed into social benefit.

**C.2 Research Resources** The institution should establish appropriate physical infrastructure and financial resources for research and development activities and ensure their effective use. The institution's research policies should encourage collaboration with internal and external stakeholders and the use of external funds.

**C.3 Research Competence** The institution should provide opportunities for faculty members to maintain and improve their research competence.

**C.4 Research Performance** The institution should measure and evaluate its research and development activities periodically based on data and publish their results. The findings should be used for periodic review and continuous improvement of the institution's research and development performance.



# D. SOCIAL CONTRIBUTION SUB-COMMISSION

Our Commission, which deals with 4 questions, constitutes 100 points out of 1000 points. The score weight of the questions is 25 points.

The main headings for the commission's field of work are as follows;

## **D.1 Social Contribution Strategy**

The institution should carry out its social contribution activities in line with its goals and strategy and in line with local, regional and national development objectives.

## **D.2 Social Contribution Resources**

In order to continue its social contribution activities, the institution must have physical, technical and financial resources of appropriate quality and quantity and ensure the effective use of these resources.

## **D.3 Social Contribution Performance**

The institution should periodically monitor and continuously improve the activities it carries out in line with its social contribution strategy and goals.

# E MANAGEMENT SYSTEM SUB - COMMISSION

Our Commission, which is addressed with 9 questions, constitutes 150 points out of 1000 points. The point weight of the questions is 16.66 points.

The main headings for the commission's field of work are as follows;

## **E.1 Structure of Management and Administrative**

**Units** The institution must have a managerial and administrative structure that ensures the achievement of its strategic goals in terms of quality and quantity. The management team must be able to undertake the necessary constructive leadership, and the administrative staff must have the necessary competence.

## **E.2 Management of Resources**

The institution must have a management system to ensure that all of its human resources, financial resources, and movable and immovable resources are used effectively and efficiently.

## **E.3 Information Management**

**System** The institution must have an integrated information management system that periodically collects, stores, analyzes and uses the necessary information and data to improve its processes in order to ensure the effective management of its administrative and operational activities.

## **E.4 Support Services**

The institution must ensure the suitability, quality and continuity of the support services it receives from outside.

## **E.5 Informing the Public and Accountability**

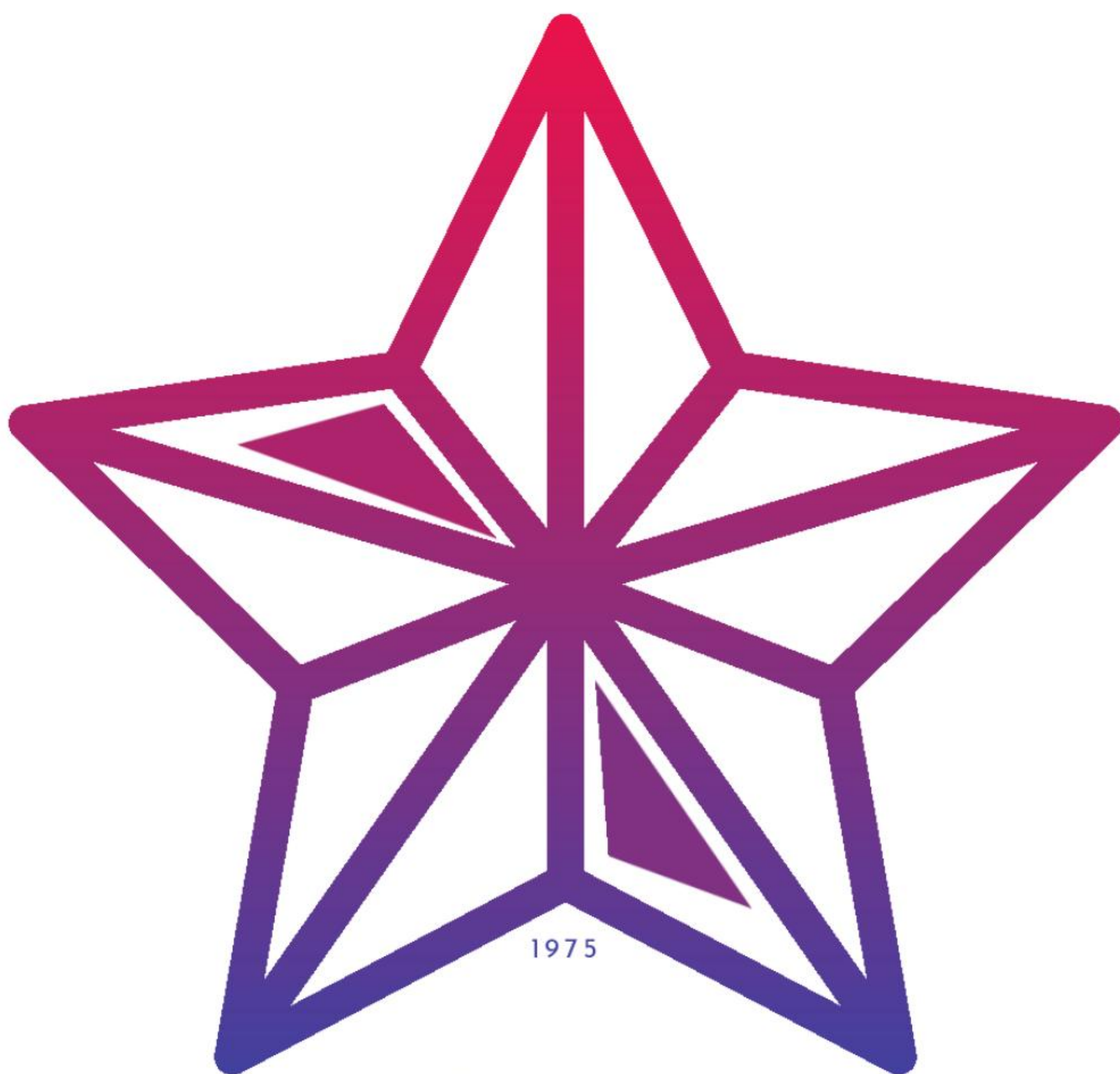
The institution should publish information about all its activities, including education and training programs and research and development activities, in a clear, accurate, up-to-date and easily accessible manner and inform the public. The institution should have approaches that can measure and evaluate the efficiency of the management and administrative staff and ensure their accountability.





2021

# QUALITY UNIT



FIRAT ÜNİVERSİTESİ

# KALİTE BİRİMİ

Bilimin parlayan yıldızı