



Agencia Andaluza del Conocimiento  
**CONSEJERÍA DE ECONOMÍA, INNOVACIÓN, CIENCIA Y EMPLEO**

# **QUALITY MANUAL**

**Direction of University Evaluation and  
Accreditation**

**(DEVA)**



Agencia Andaluza del Conocimiento

**CONSEJERÍA DE ECONOMÍA, INNOVACIÓN, CIENCIA Y EMPLEO**



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This Quality Manual aims at documenting the general guidelines of the Direction of Evaluation and Accreditation (DEVA) Quality Assurance System (SGC); describing how this system is referenced and finally providing a permanent service for its implementation, maintenance and improvement. This is the document that formalises the Agency's Quality Policy and defines the responsibilities and authorities, as well as the SGC's procedures scheme.

This Quality Manual involves all the organisational levels. It constitutes a formal and responsible commitment for the SGC's development, implementation and improvement of all the activities carried out by DEVA.

## **1. Presentation of the Direction of University Evaluation and Accreditation**

**The Direction of Evaluation and Accreditation (DEVA)** of the Andalusian Knowledge Agency, ascribed to the Andalusian Regional Ministry of Economy, Innovation, Science and Employment, is the competent body for University and **RDI** evaluation at the Regional Andalusian Government.

The DEVA's functions are regulated by the Statutes of the Andalusian Knowledge Agency, in accordance with the provisions of the Law 92/2011, April 19 2011.

DEVA took over the competencies of the former Andalusian Agency for Quality Assurance in Higher Education and Research, which successfully met the criteria for membership through an external quality assurance process undertaken by the European Association for Quality Assurance in Higher Education (ENQA), on April 6 2009. Since its creation, the Agency is member of this Association which assures and consolidates its commitment with the quality criteria set out in Bologna and established by the Criteria and Guidelines for Quality Assurance in the European Higher Education Area defined by ENQA and it is currently full member of ENQA.

DEVA will perform the following functions concerning evaluation and accreditation:

- a) Exercise the functions of Evaluation and Accreditation of university institutions and teaching staff, as well as other related activities established by the applicable legal system currently in effect.
- b) Evaluation and Accreditation of the Research activities and of the Andalusian Knowledge System staff.
- c) Establish the criteria, standards, indicators, assessment methodologies and quality improvement of the Andalusian Knowledge System.
- d) Promote the introduction, in an objective and independent way, of monitoring, quality and excellence control systems of research.
- e) Assessment and Follow-up of RDI programmes, establishing, where applicable, mechanisms of mutual recognition with other Quality Assurance Agencies registered in the international reference registries.



## **2. Quality Policy: mission, vision and values**

The Rector Council expresses its support for and commitment to the quality of DEVA's activities and performance as a service to society, and information quality and security therefore become the strategic aspects for continuous improvement.

**The Direction of Evaluation and Accreditation (DEVA)** expresses its support for and commitment to the compliance with legal and regulatory requirements provided within the framework of the European Higher Education Area. The Direction of DEVA's commitments are specifically:

- **DEVA's mission, vision and values.**
- The principles provided by the AAC's Code of Ethics, which guide the behaviour of DEVA's staff.
- The commitments agreed with the users in DEVA's service charter.
- DEVA's external evaluation according to the European Higher Education Quality Standards.

### **Mission**

Provide service to the Andalusian Higher Education and Research System (SAUI) concerning all the actions requested regarding evaluation and accreditation of Higher Education and Research, Development and Innovation (**RDI**) activities, adapting the actions to the social demands and quality standards established for University Education and Research within the framework of the European Higher Education Area.

### **Vision**

It aims to become an institution of both national and international reference for the evaluation, certification and accreditation activities, relating to University quality assessment

### **Values**

All DEVA's actions are based on the principles of transparency, objectivity, independence, equality and equity, confidentiality, public service and social commitment, legality, coordination and cooperation, efficiency, environmental commitment, security and labour health.

### **Interest Groups**

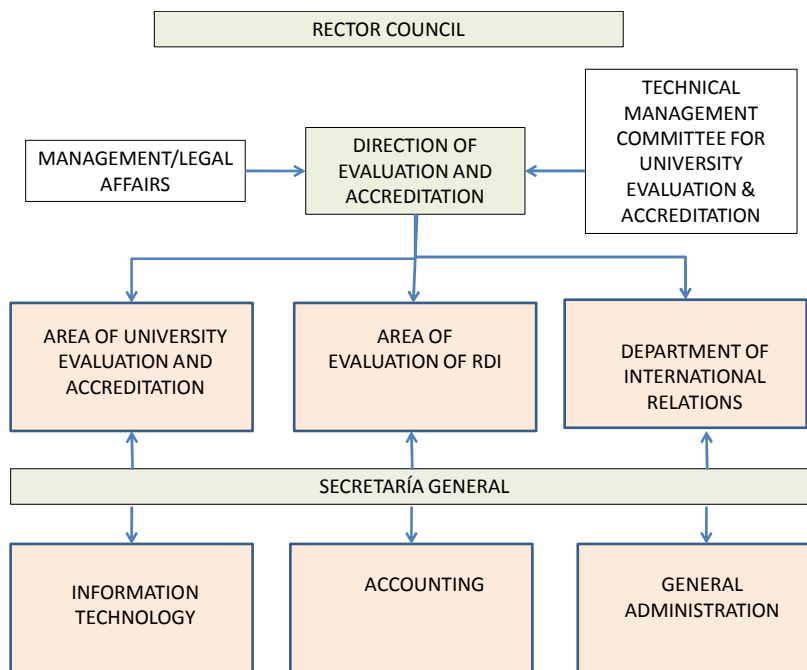
- Andalusian Universities (PDI, students, PAS, Government bodies).
- Evaluators.
- Regional Ministry of Economy, Innovation, Science and Employment.
- Staff.
- University Institutes.
- Evaluation Agencies.
- Employers.
- Society at large.

DEVA's goals and objectives are set out in its Strategic Plan.

### 3. Representatives of the Quality Assurance System

The Director of the Agency is accountable for supervising the system, with support from the Internal Quality Committee for its implementation and follow-up. The Committee members are the officers responsible for each area and other representatives designated by the DEVA's Director.

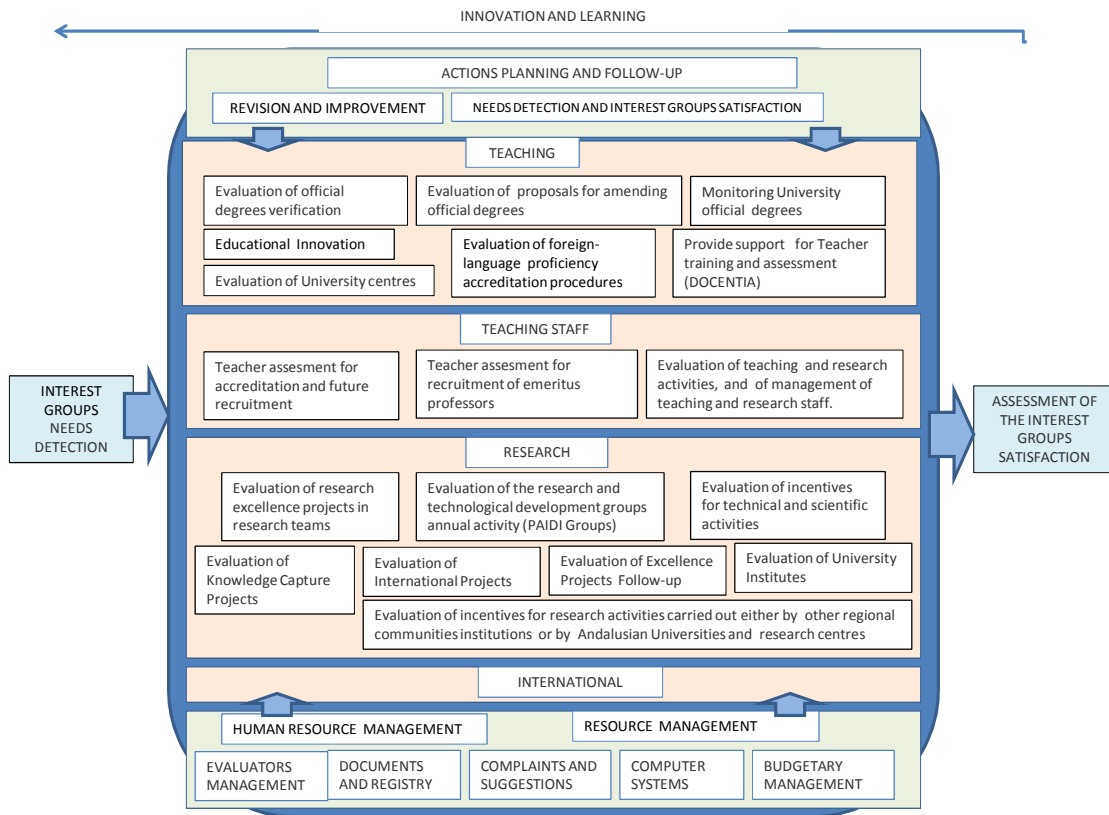
### 4. DEVA's Organisation: Organisation Chart



### 5. Scope of the System

The Quality Assurance System shall apply to all the services developed by DEVA.

## 6. Management System processes interaction. Processes mapping



## 7. DEVA's SGC documentation

Deva' System relies on an information system which consists of the following documents:

- **Quality Manual.** The Quality Manual is a staff working document which provides a general overview of DEVA's SGC. It establishes DEVA's quality policy, which is reflected on its mission, vision and values.
- **Strategic Plan.** The strategic plan is designed on DEVA's present and future values. DEVA's Action Plan is based on the mission, vision and values.
- **Services Charter.** It is DEVA's tool to communicate to interest groups about the services it offers and the assumed commitments in its performance. It facilitates relations with users and it defines the service quality standards, which allows establishing objectives with the greatest possible impact on users.
- **Procedures and proceedings.** The procedures and proceedings management (production, revision and updating) will be under competence of the head of each area/unit. Procedures and proceedings are updated in the DEVA's file system and they are available to all the involved and responsible managing areas/units. All the operating processes are subject to the control of the service charter indicators, notwithstanding other possible complementary ones. The strategic and support

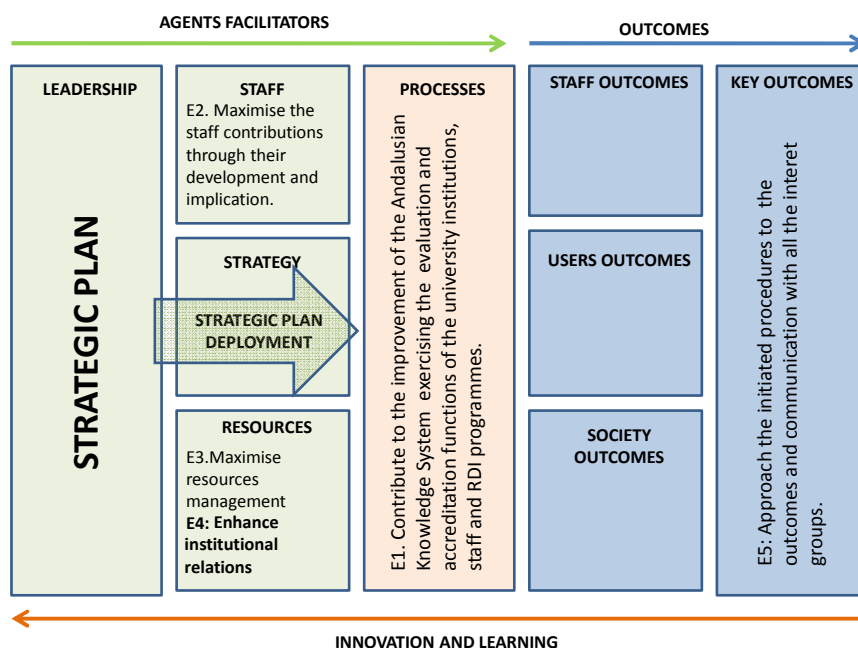


processes will have specific indicators to ensure their effective outcomes and deployment.

- Registries. Concerning the documents which prove the effective SGC implementation. All the areas/units are responsible for the management and custody of all the registries they generate.

### 8. SGC as the DEVA ´s Integrated Quality Management System.

DEVA has planned the implementation of quality assurance systems based on the EFQM Excellence model as it is displayed in its Strategic Plan.



The specific and strategic objectives outlined in the DEVA´s Strategic Plan are annually reviewed. All the areas/units shall draw up an annual plan to be approved by the DEVA´s Director.

All the areas/units shall carry out annual work plans to meet the objectives. The activities and indicators set out in the work plans shall conform the operational plan.

All DEVA´s areas and units will draw up the annual work plans which will be approved by DEVA´s Director. These work plans will include the specific objectives and they will conform DEVA´s annual operational plan.



## **9. DEVA's SGC documented procedures**

The SGC's procedures allow data collection and information analysis on the different aspects of the Agency focused on decision-making.

The SGC documented procedures are:

- P1. Procedure for revision and improvement.
- P2. Procedure for needs detection and interest groups satisfaction.
- P3. Procedure for evaluators' management.

All these procedures are broken down into the following sections:

- Purpose.
- Development.
- Follow-up and Monitoring.
- Tools and guidelines.