

**SUPSI**

# Quality Policy and Strategy (QPS)<sup>1</sup>

Quality Assurance System (QAS) SUPSI



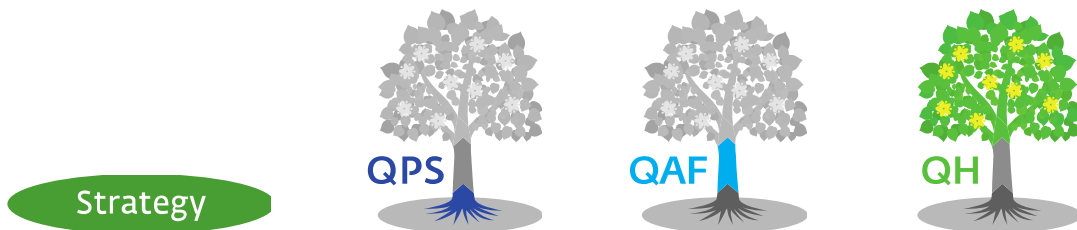
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<sup>1</sup> To facilitate the reading of this document, the male gender is used to designate persons and functions regardless of gender.

In the case of conflicting meanings between language versions, the Italian version prevails.

The University of Applied Sciences and Arts of Southern Switzerland (SUPSI) adopts a Quality Assurance System (QAS) in close relation to its institutional strategy and values and consists of:

- Quality Policy and Strategy (QPS);
- the Quality Assurance Framework (QAF);
- the Quality Handbook (QH).



SUPSI wants to be a reference for universities of applied sciences and arts and applied research in the region, open to local collaboration and included within the scientific and academic community at both national and international level.

## Founding principles of the QPS

### Strategy and international standards

We are based on fundamental values and internationally recognised academic guidelines and standards.

That is why we establish our strategy and then integrate it into the institutional strategy, with a view to long-term sustainable future development.

We are aware that the development, the monitoring and the continuous improvement of quality presupposes an organised process in which the Board and the Management play a decisive role involving its stakeholders - encouraging participation and sharing within the whole institution and with its partners - to promote a culture of quality, where the responsibilities and tasks of each are clearly defined.

We intend to put quality assurance into practice through a QAS that provides the information and data needed to verify it and to support decision-making, through the implementation of measures to produce tangible improvements in the various areas.

We want to develop a QAS that adheres to the standards laid down for institutional accreditation that is tailored to our institutional profile with its specific characteristics and in which, as such, is distinguished by its innovative character, originality and adaptability.

### Dialogue and continuous improvement

We are committed, in an open dialogue with all our employees, students, the business world, the scientific and artistic community and society as a whole, to a dynamic of continuous improvement and innovation of activities, by subjecting each element to progressive and continuous actions for its improvement and by inspiring ourselves to the values of autonomy, responsibility, transparency and equal opportunities, placing the culture of quality at the forefront. In this way, we create a continuous quality control of our work.

We intend to implement a quality policy that guarantees an atmosphere of intellectual vitality and exchange between different disciplinary areas, with a focus on favourable working conditions, open to new organisational methods, reflecting the infrastructure and funding available.

### **Work oriented and interconnected education and research**

We favour the professional orientation of the training, combining the theoretical and practical dimensions in a practical perspective, in order to create favourable conditions for a rapid and sustainable employment of graduates and to meet the continuing training needs of professionals.

We take responsibility for contributing to cultural and ethical advancement appropriate to the function of a university of applied sciences and arts.

We are committed to a culture of quality based on the close link between education, research and service provision, which guarantees a knowledge and competence learning based on a solid and continuously updated scientific basis. In this way, we intend to increase the quality of scientific output in all mandates, encouraging their reciprocal effects.

We intend to increase the quality of research as an essential factor to analyse and provide answers and solutions to increasingly changing and interconnected situations. It is the basis for a constant renewal of knowledge and learning, an important element for our reputation on a local, national and international scale.

### **Promotion of resources**

We aim to have and develop solid teaching and research skills of a number of teachers. At the same time, we support the initiatives of the various services that contribute to the personal and professional growth of each employee. The policy of promoting resources is balanced, using everything at its disposal to achieve the (quality) objectives set and seeking (funding) from sources that allow the sustainability of the institution's resources, and also promotes gender diversity in all its forms.

### **Answering the needs of the region, sustainability and social responsibility**

We intend to ensure the quality of relations and relationships with the various stakeholders in order to be appreciated for the active contribution to development and sustainability in the social, cultural and economic areas of the region. In fact, teaching and research must respond in a proportionate manner to the current needs of the region while respecting a sustainable long-term vision of professional skills and knowledge effectively required in a changing world.

We are committed to the development of quality in the field of teaching through student-centred teaching, enhancing the teachers' skills.

Our social responsibility is recognised and respected in all our actions and for this reason we guarantee first of all access and attendance of studies to all students without any discrimination, favouring, at the conclusion of the training, professional integration.

### **Sharing, participation and autonomy**

We are aware that a culture of quality is built through the common development of the concept of quality. Quality improvement must be incorporated into every action, taking into account autonomy, responsibility, transparency and respect for equal opportunities. Our development is therefore also based on the principle of intellectual freedom for our employees and students.

We are working to ensure that the culture of quality and its implementation are spread throughout the various institutional levels. The choice of a systemic approach implies the contribution of all the organisational components; from governance to the support services.

We are committed to a pragmatic approach that allows us to have processes and procedures experienced positively and shared among the various components of the institution, in the knowledge that the system needs to be constantly updated in relation to the rapid changes and needs faced by universities on both a national and international scale.

We share development strategies through unified procedures, while considering the specifics of the various contexts in which we are involved.

We communicate internally and externally in an active and transparent manner, making our quality assurance strategy, processes and results public.

Alberto Petruzzella  
The President of the Board

Franco Gervasoni  
The General Director

Version 0 approved on 31 March 2017 by the SUPSI Board.