

Approved by the Resolution of RTU Senate Meeting of 25 September, 2017
(Minutes No 612)

QUALITY POLICY OF RIGA TECHNICAL UNIVERSITY

Issued in accordance with Section 1 of Article 15 of the Law on Higher Education Institutions

1. The Quality Policy of Riga Technical University (further referred to as RTU) is aimed at the implementation of RTU mission, sustainable development and achievement of its strategic goals – scientific research, tertiary education, infrastructure and organizational excellence, and recognizability.
2. RTU Quality System is based on the EFQM (European Foundation for Quality Management) excellence model, which consists of the following main components: leadership and management, personnel development strategy, partnership and resources, processes, products and services, as well as the main outcomes of the personnel (including the students) and the society.
3. Sustainable development of RTU is based on the RTU excellence approach that enables process planning, implementation, and testing, as well as assessment of outcomes and their further improvement.
4. The Quality Policy sets the framework for RTU strategy implementation, the ways for development and improvement of research, study process and organization;
 - 4.1. Development of RTU organizational culture based on the integration of scientific research, studies and organizational management processes;
 - 4.2. Advancement and improvement of knowledge, skills and competence of RTU personnel;
 - 4.3. Development and enhancement of the Quality Management System, with regular surveys measuring aspiration and satisfaction of the students, other customers and stakeholders;
 - 4.4. Responsibility of the managers for implementation of internal quality assurance procedures and processes in the administered organizational units;
 - 4.5. Effective and efficient use of resources, based on the regular analysis of RTU processes, activities, outcomes thereof and management reports;
 - 4.6. Participation of RTU personnel (including students) in quality assurance, motivating them to contribute to improvement of the Quality Management System.
5. RTU specifies and provides resources necessary for establishment, implementation, maintenance and continuous improvement of the Quality Management System.
6. RTU applies a risk-based management approach to determine the factors that might cause deviations from the processes and planned process outputs. RTU preventively applies management tools and methods that can mitigate negative effect and exploit the opportunities.
7. RTU quality policy and its implementation are based on the following basic principles:
 - 7.1. *Activities aimed at national sustainable development* – RTU operates to facilitate achievement of the aims of the EU Joint Education Area, society, employers, students, graduates and other stakeholders;

- 7.2. *Leadership and unity in achievement of the aims* – RTU administration encourages unity and solidarity of the personnel in understanding of the set aims and strategic management, which creates the environment where personnel purposefully take part in successful achievement of RTU aims;
- 7.3. *Systemic and process-oriented approach* – clear sequence of processes and their interaction, as well as criteria and methods for effective process functioning and management;
- 7.4. *Continuous, developmental improvement* – identifiable and priority-focused changes that are required to increase the value of the processes, system and achievements and to optimize university activities in the changing environment;
- 7.5. *Fact-based approach to decision making* – effective decisions based on the acquired objective data, data analysis and monitoring;
- 7.6. *Cooperation with partners* – professional associations, student organizations, other higher education institutions, enterprises and institutions, etc.;
- 7.7. *Personnel involvement and competency* – all members of RTU personnel (including students) take part in establishment of the Quality System and implementation of quality assurance policies;
- 7.8. *Process analysis and management* – RTU activities and application of resources are recognized and managed as a set of processes aimed at achieving the anticipated outcomes more effectively.
- 7.9. *Risk and opportunity management* – RTU administration considers external and internal circumstances, which influence its processes and strategic focus, defining risks and opportunities and how they should be handled.
8. The Quality Policy is implemented by all RTU faculties, organizational units and affiliations in accordance with internal RTU regulations.

Note: The University's Quality Policy is in compliance with the standards and guidelines of *ENQA (European Association for Quality Assurance in Higher Education)* for year 2015 and standard ISO 9001.