

Familiarize
yourself with the Jamk quality
management system with the
help of this Little Quality
Manual.

jamk

Little Quality Manual

Jamk Quality

At Jamk, quality means doing the right things and doing things right. Choosing the right things is based on the expectations of our interest groups.

Jamk analyses the expectations of its interest groups and predicts changes in them. These expectations are taken into account in Jamk's strategy and objectives.

Quality at Jamk emphasises the practically oriented aspects of academic quality. Quality is a multidimensional phenomenon: it is related to both the operations of the UAS community and the results and impacts achieved.

The starting point for quality is a competent and developing UAS community that works for the benefit of students and clients.

We are here for the students and clients. They rightly expect high-quality.

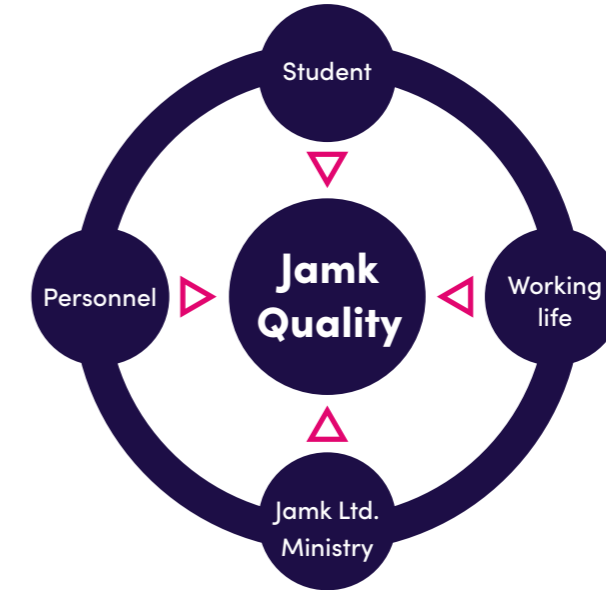


Place in working life

Expert teaching and good guidance

Flexible studies

Connections with working life



UAS community

Good prerequisites for the operations (facilities, equipment, etc.)

Opportunity to develop

Working life cooperation

Renewing competitiveness

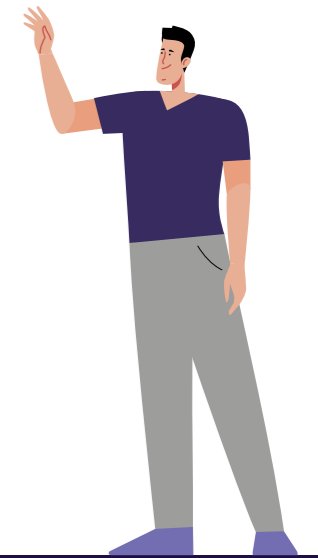
Competent experts
Productive RDI and service business
Continuous learning

Academic quality

Quality that meets requirements

Profitability

Societal impact



The quality expectations of different interest groups are illustrated here.

Student Orientation

Student orientation means that the studies are organised in a flexible way. Students can choose how to acquire the skills required for completing a degree or teacher education.

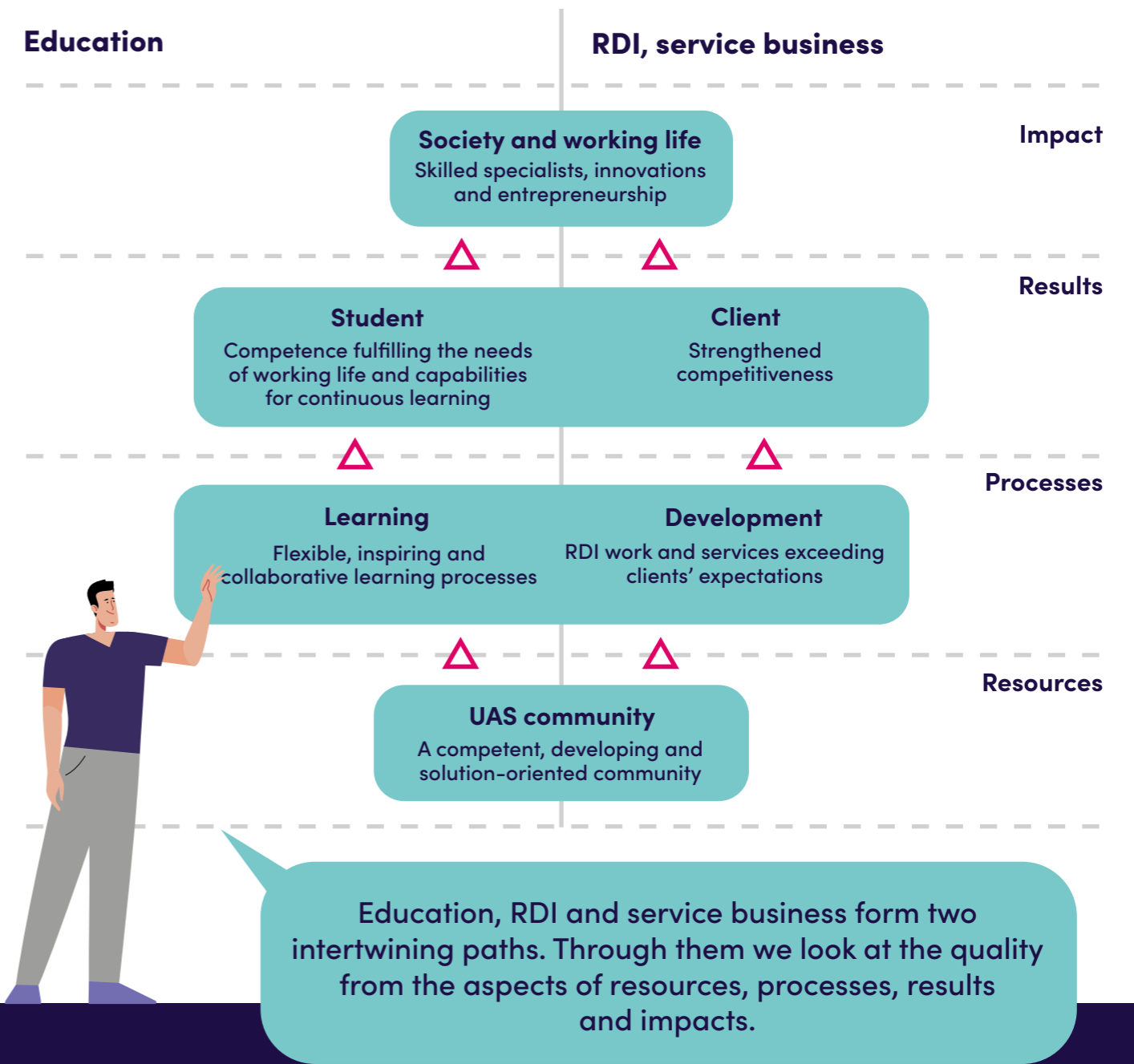
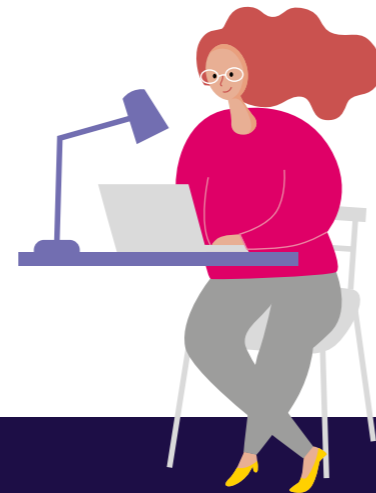
Later in working life, the alumni can build the skills they need on their continuous learning path, using the services provided by the institution. The teacher acts as a coach who supports the student's learning process.

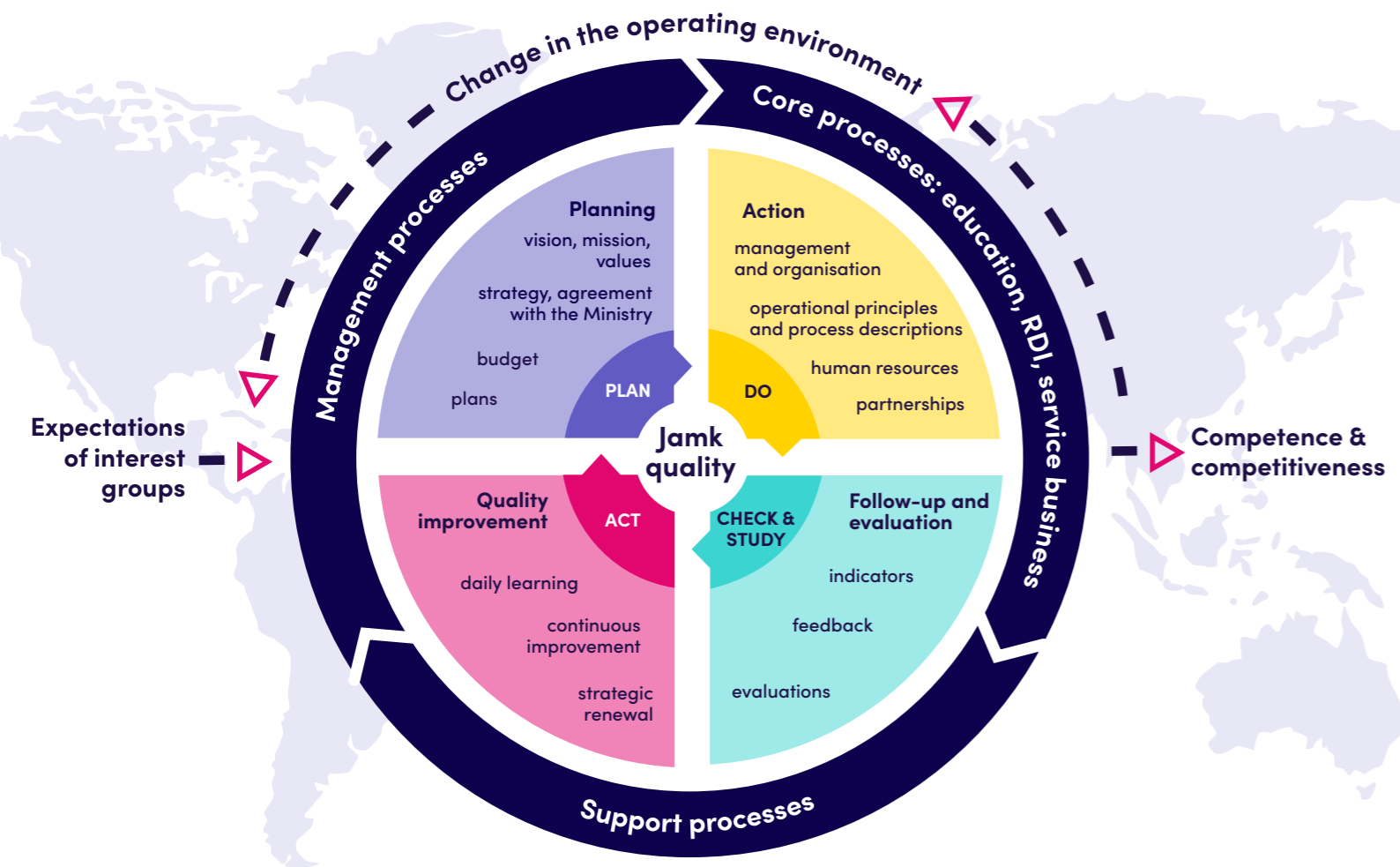
Client Orientation

Client orientation in RDI and service business activities means that the services are based on a robust understanding of working life, the needs of clients and the competence of the UAS community.

The clients' needs are analysed, followed by a dialogic creation of solutions that meet or exceed expectations. Client relationships are managed well to ensure client satisfaction and long-term cooperation.

Academic quality is a multi-dimensional phenomenon. The image on the next page helps us understand the issues that are important in quality management.





Jamk Quality System

Quality is managed through a quality system. The quality system is described in the Jamk Quality Manual, from which this Little Quality Manual is abridged.

In addition, Jamk has a Process Manual (TOKA) describing the most important processes. The processes are structured into core processes (education, RDI and service business), as well as supporting management processes and support processes.

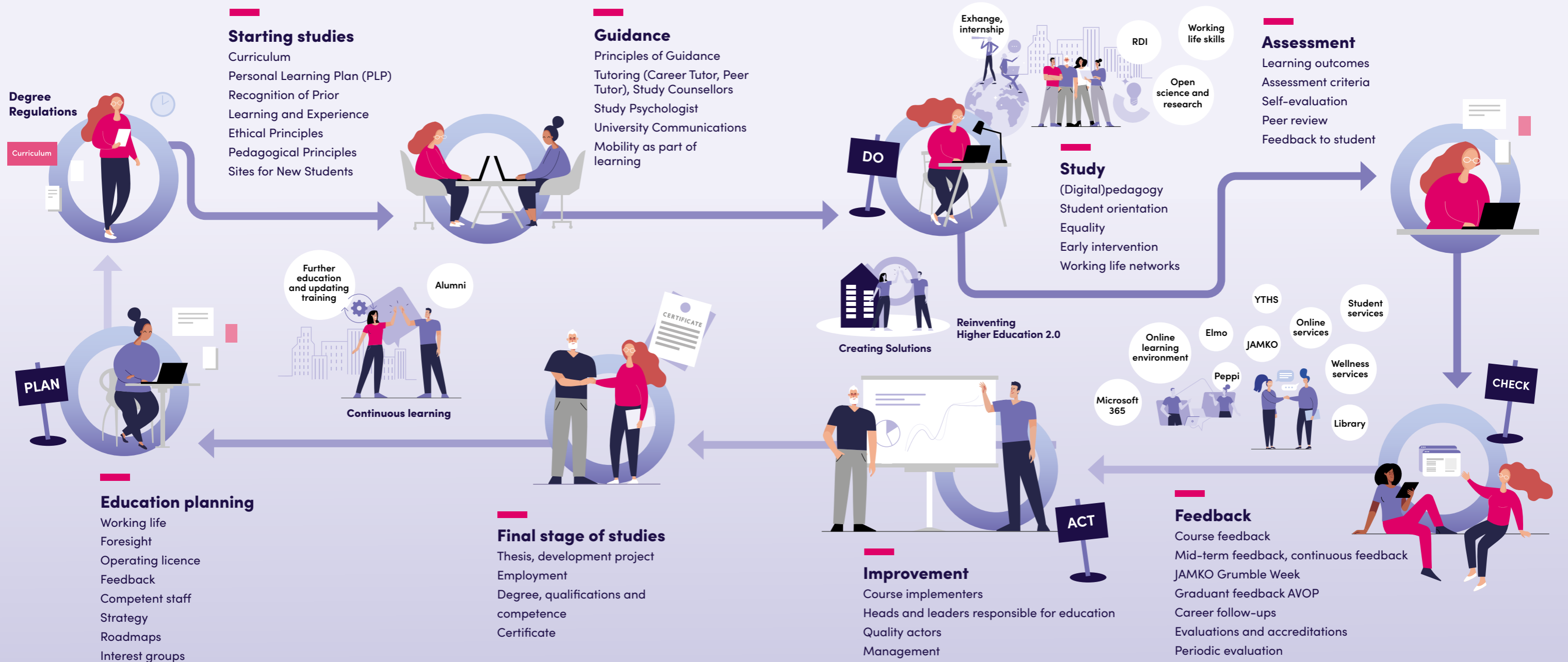
Our Principles Are To

- promote quality at Jamk University of Applied Sciences (Jamk quality)
- improve our work and results continuously and renew our ways of operating (the CATCH idea)
- strengthen a quality culture that involves the members of the UAS community and external interest groups.

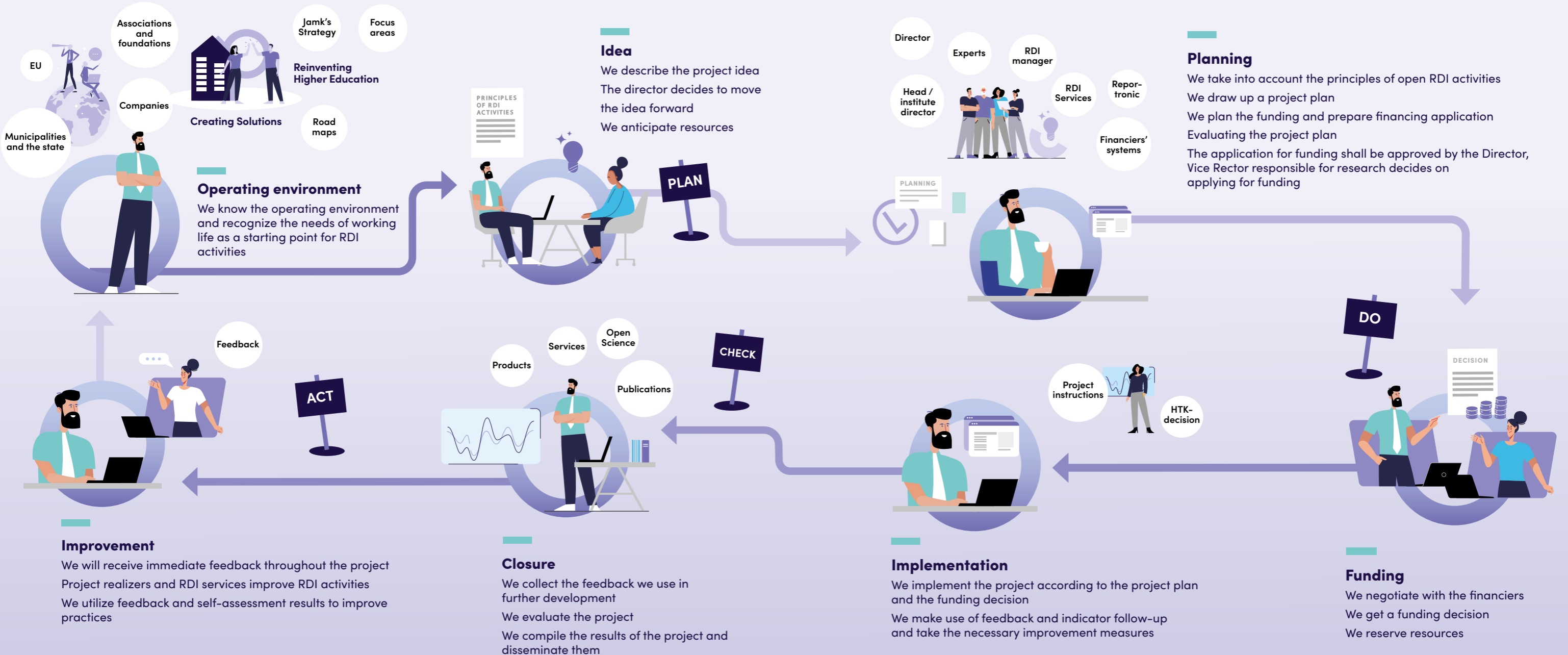
The quality posters on the following pages illustrate quality management in education, RDI and service business.



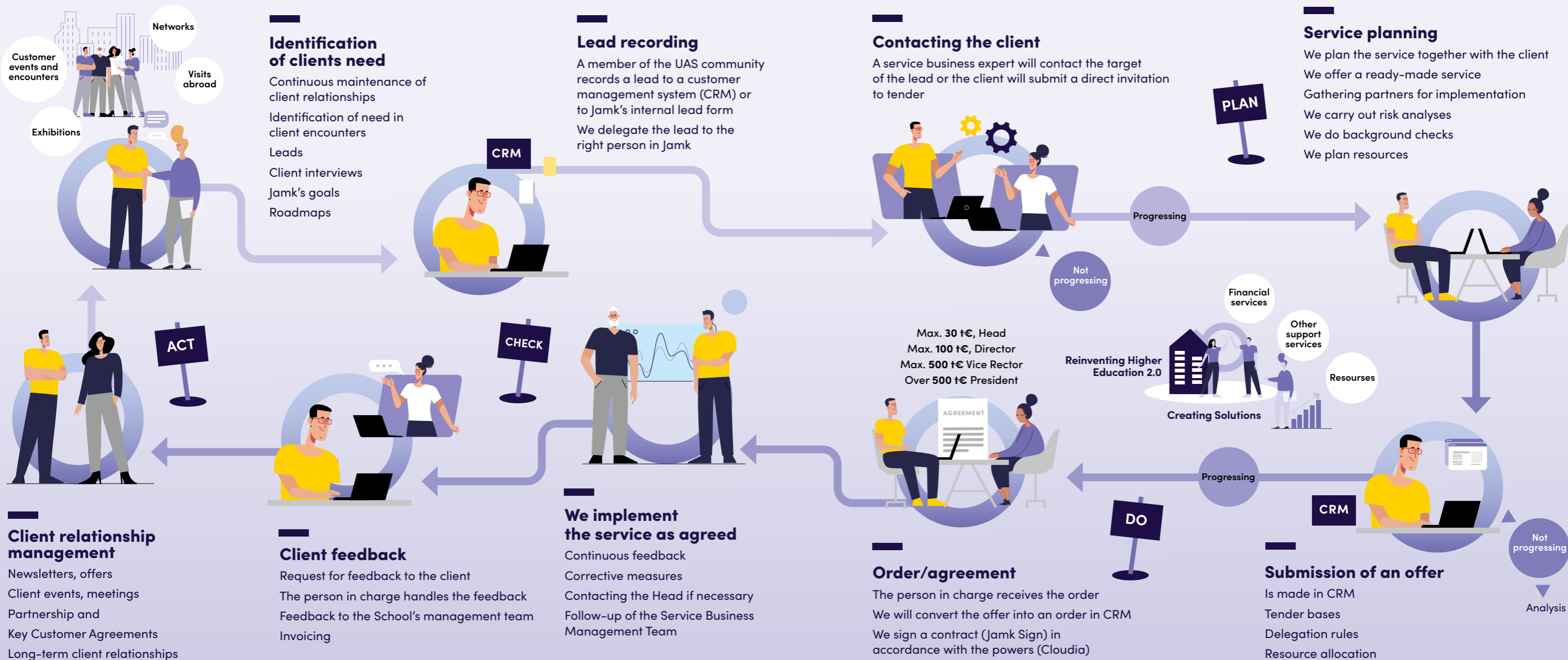
▶ Quality in Education – Quality as a Part of Everyday Life Throughout the Studies

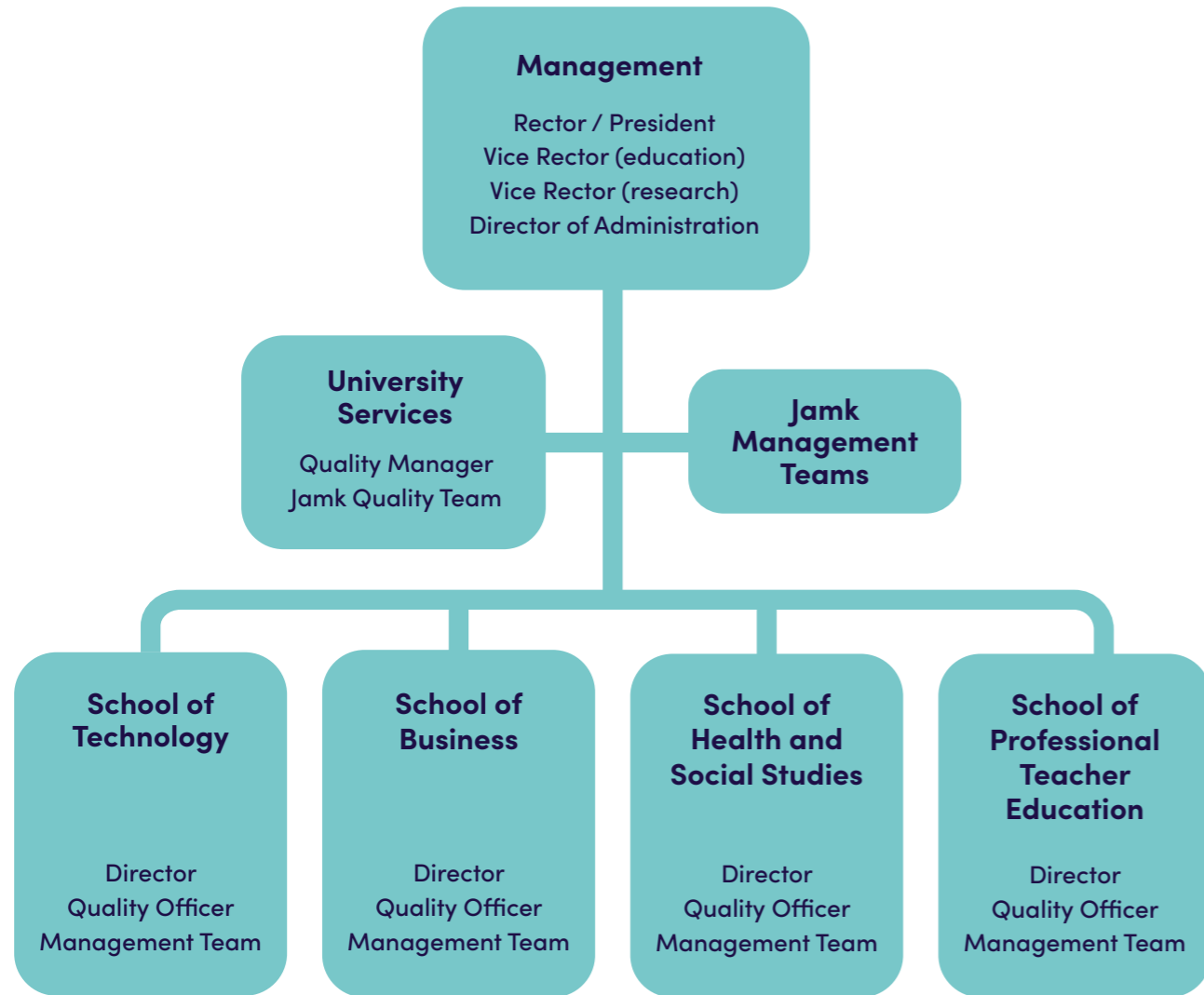


▶ Quality in RDI Activities – Creating Competence



▶ Quality in Service Business – For the Client's Competitiveness





Quality Management Organisation

Quality management is a shared issue of the entire University of Applied Sciences: the staff, students, clients and stakeholders implement it together. The UAS community is committed to promoting quality culture:

- the staff and students are responsible for the continuous improvement of activities
- the managers and executives set an example on excellence
- the clients and stakeholders provide feedback and development suggestions
- the quality officers are responsible for the functioning of the quality system.

Learn more about quality management at Jamk intranet or web site jamk.fi/quality



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