



jamk.fi
Little Quality Manual

Familiarize yourself with the JAMK quality management system with the help of this 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.*

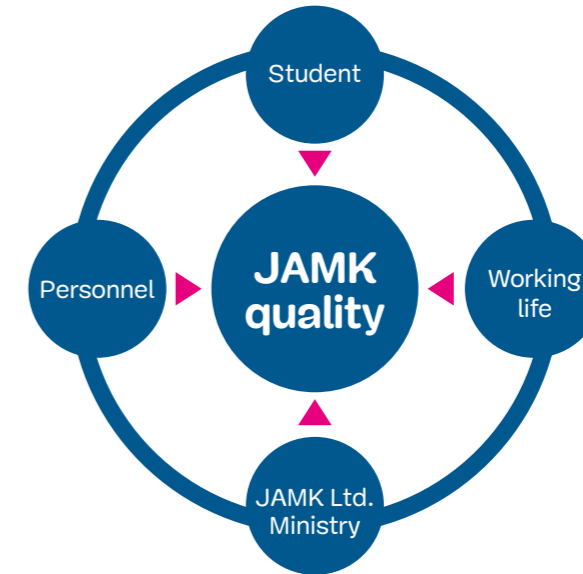


Place in working life

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



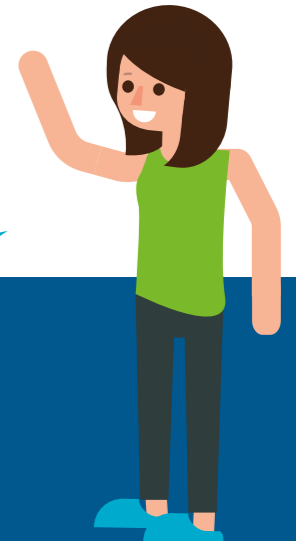
Renewing competitiveness

Competent experts
Productive RDI and service business
Continuous learning

Academic quality

Quality that meets requirements
Profitability
Social 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 competences required for completing a degree or teacher education. Later in working life, the alumni can build the skills they need on their life-long learning path, using the services provided by the institution.

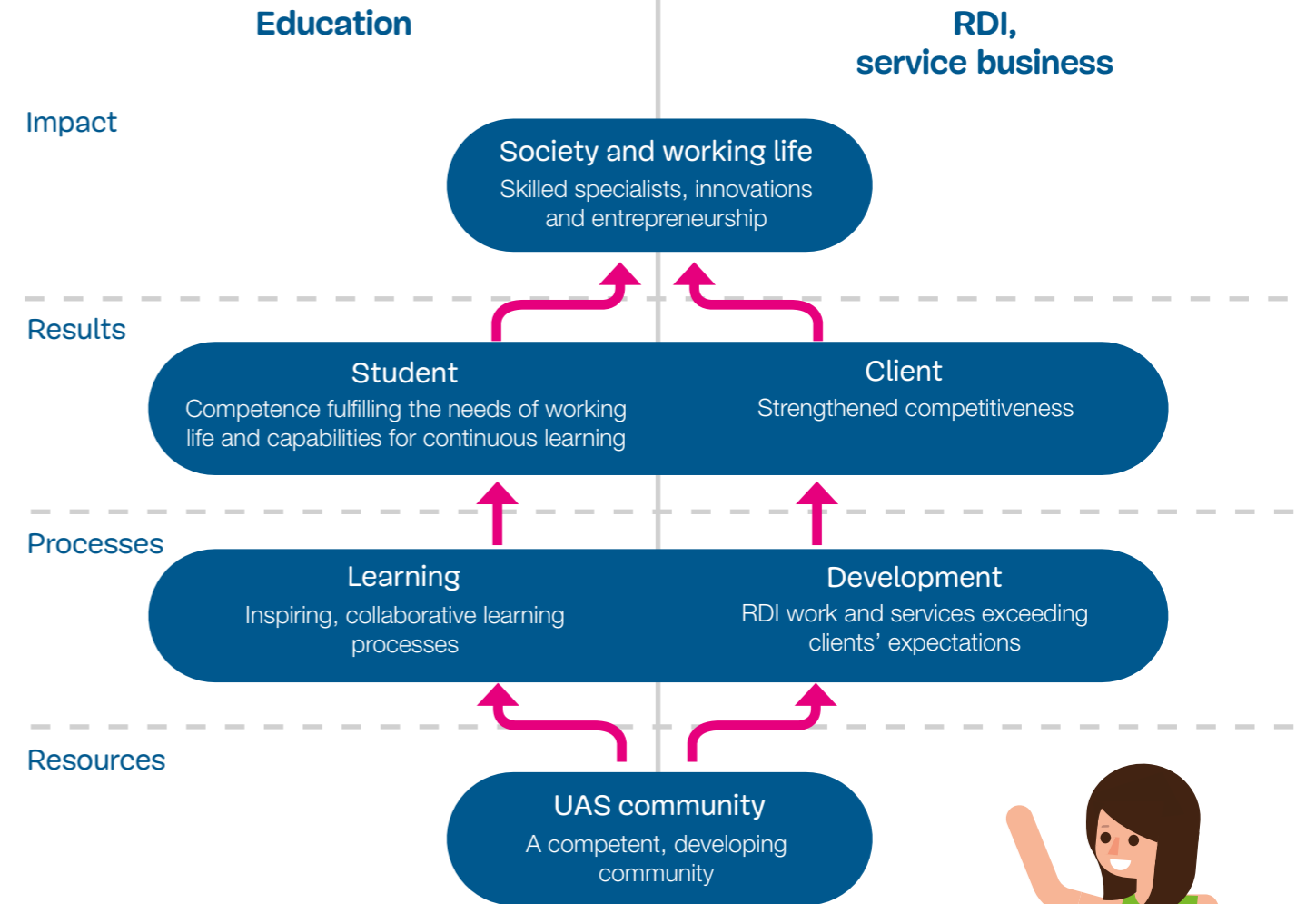
The teacher acts as a coach who supports the student's learning process. The key tasks of the teacher are specifying the learning needs with the student, supervising the individual learning process effectively and assessing learning outcomes in a reliable way. The entire staff participates in guiding the students.

Client Orientation

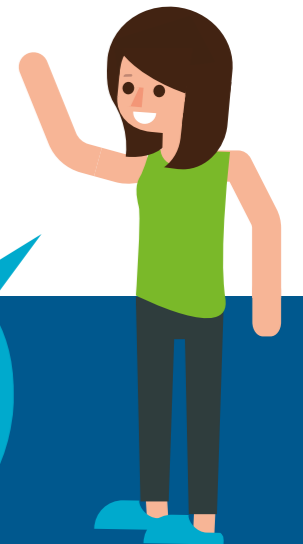
Client orientation in RDI and service business activities means that the services are based on a robust understanding of working life and the needs of clients. The clients' needs are analysed first, followed by a dialogic creation of solutions that meet or even exceed expectations. This process ensures long-lasting and constantly developing client relations.

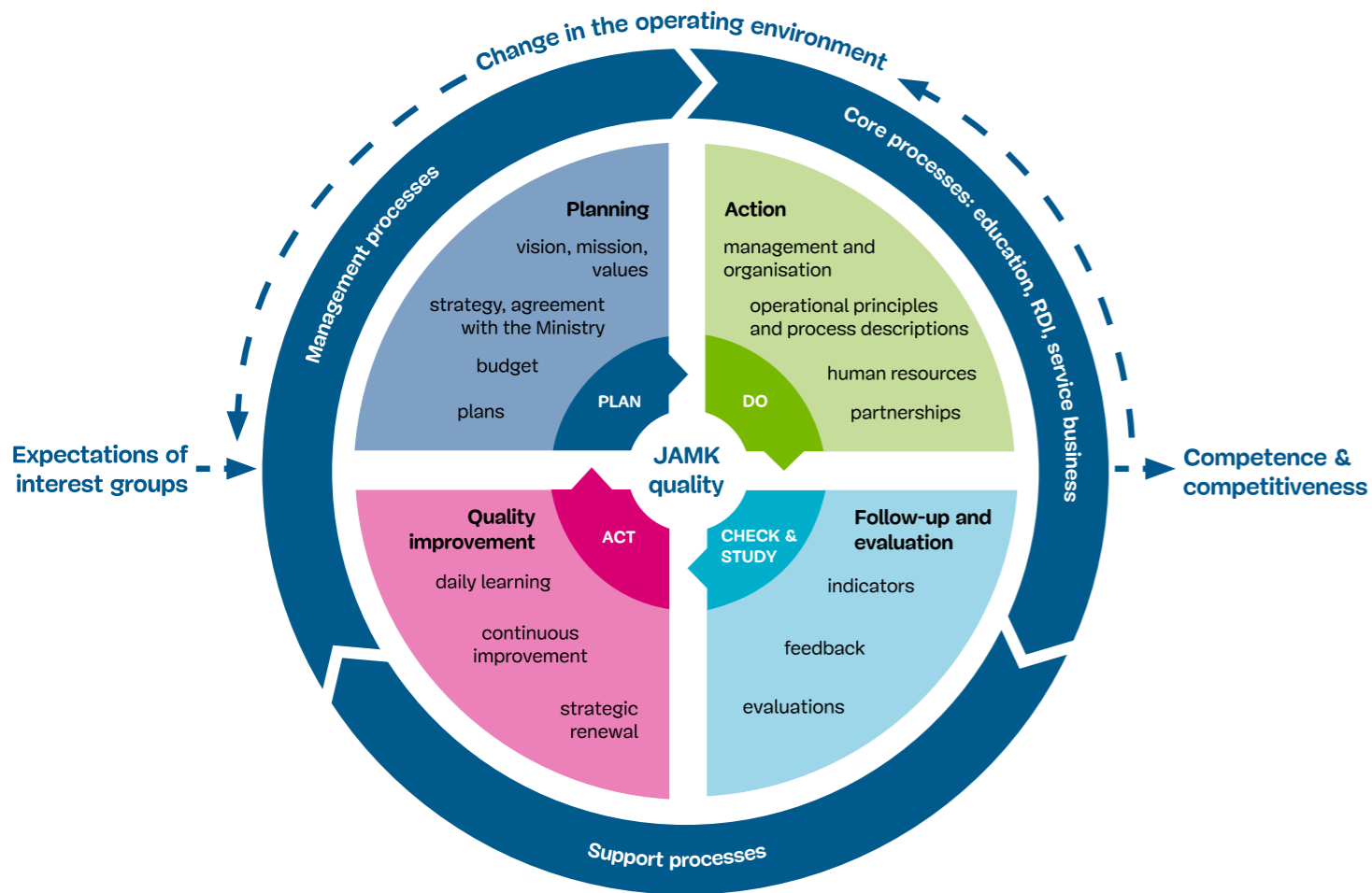
The services are produced flexibly and in a goal-oriented manner, using the best expertise available. Client orientation also means being interested in the results and long-term effects achieved.

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



Education, RDI and service business form two intertwining paths. Through them we look at the quality from the aspects of resources, processes, results and impacts.





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 an electronic 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.

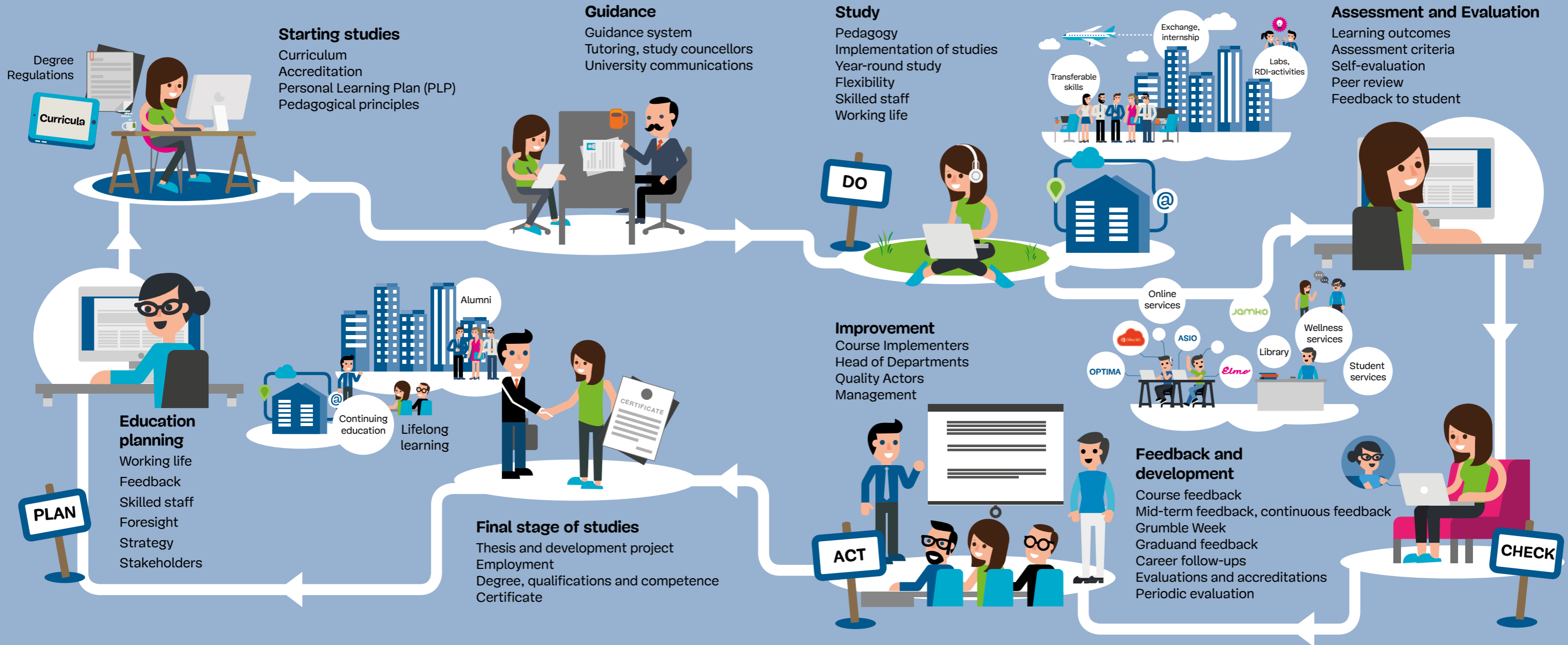
Our Principles Are To

- 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 academic community and external interest groups

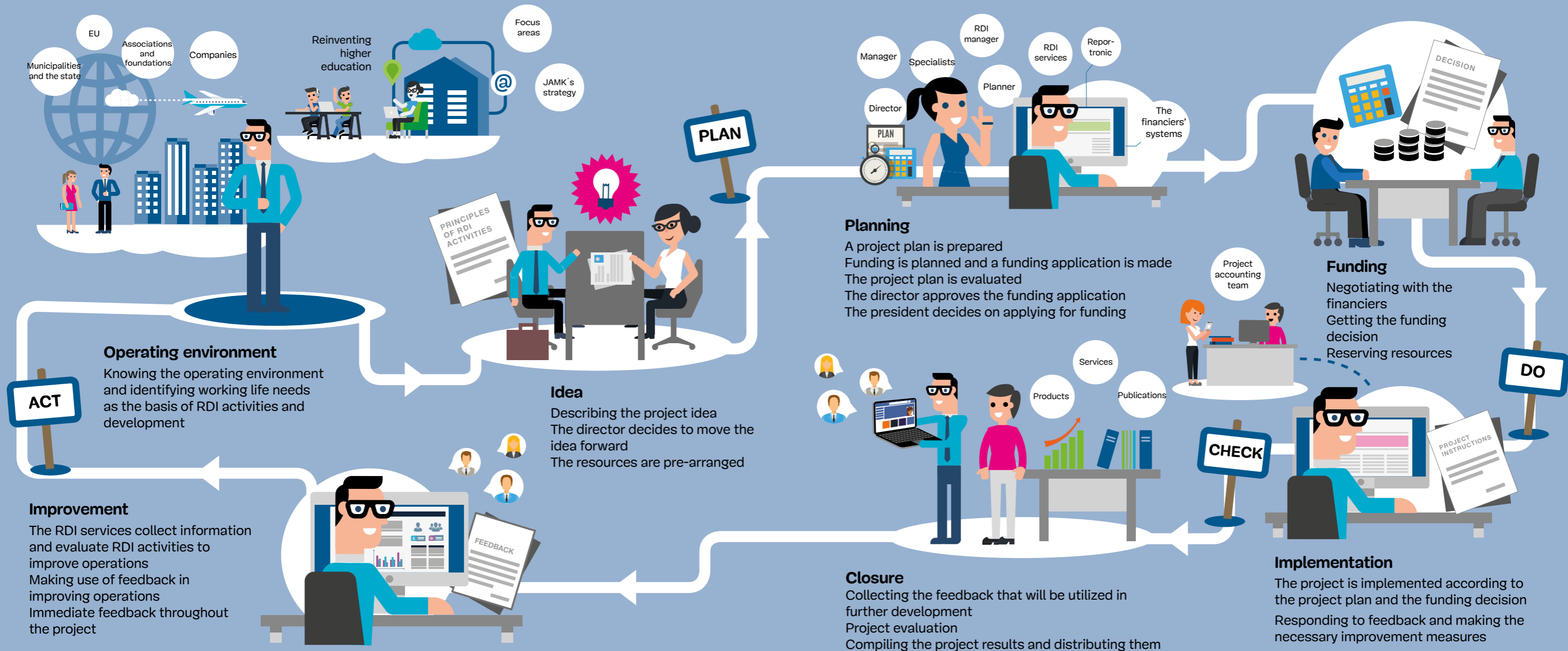
The quality posters on the following pages illustrate quality management in education, RDI and service business.



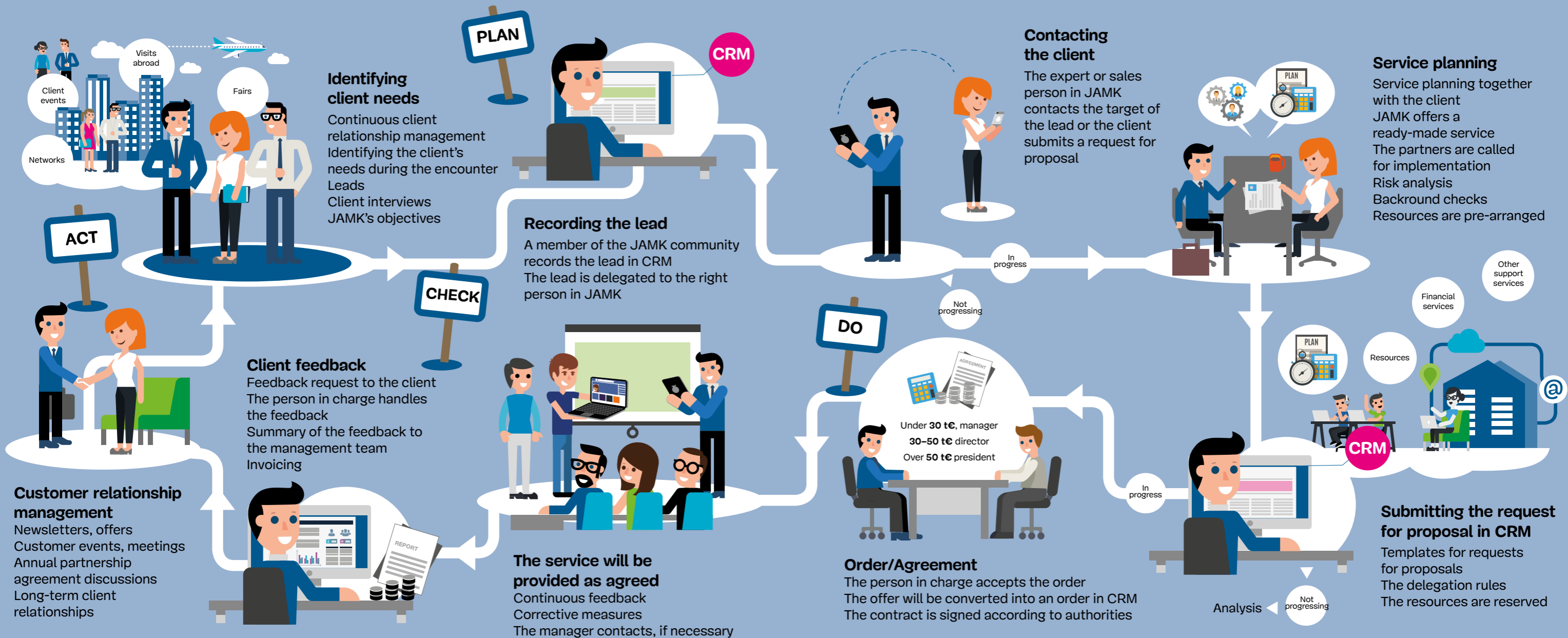
Quality in Education – Quality as a Part of Everyday Life Throughout the Studies

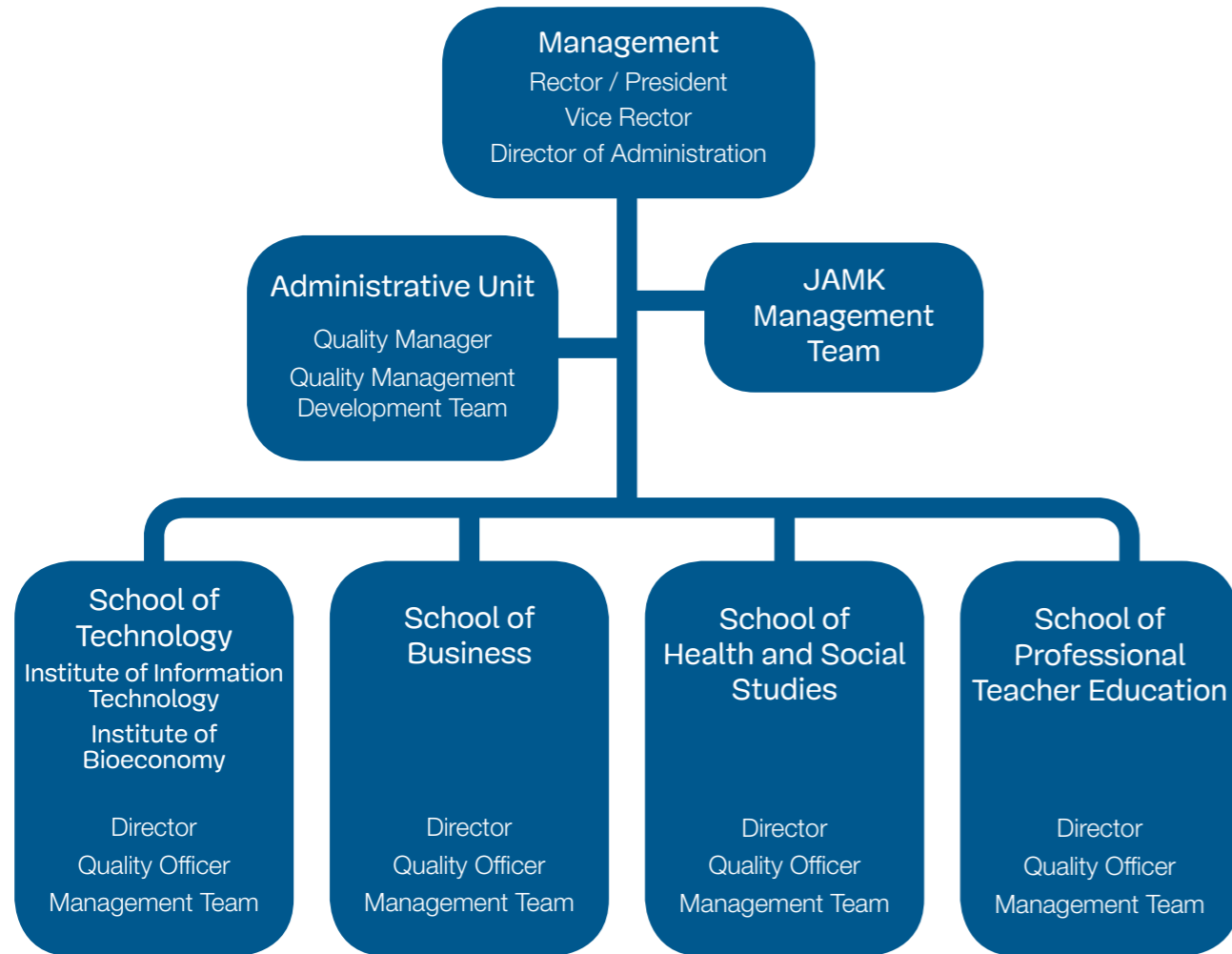


Quality in RDI Activities – Creating Competence



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 and customers 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 customers provide feedback and development suggestions
- the quality officers are responsible for the functioning of the quality system.

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



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JAMK University of Applied Sciences