

Approved:  
Head of department of Economics  
Doctor, prof.  
Musca S. F.  
Protocol No. 2  
15.09. 2023  
*Musca*

**Work plan**  
**Head of quality at the Department of Economics**  
**for the 2023-2024 academic year.**

**Target:** coordination of work to maintain, continuously improve and increase the effectiveness of the quality management system of the Department of Economics in accordance with the requirements of a series of international ISO standards in the field of QMS (ISO 9000: 2008; ISO9001:2008; ISO1901:2003).

**Tasks:**

1. Introduction of a system of regular internal audits (inspections) of the quality system.
2. Implementation of a system for monitoring and measuring the main and auxiliary processes of the QMS.
3. Introduction of a system for monitoring student satisfaction with the quality of education.
4. Development/updating of QMS documentation in accordance with the requirements of international ISO standards.
5. Involvement of teaching staff and department staff in the work of the department on the implementation of QMS.
6. Participation in internal audits (inspections) of the quality system. Formation of audit funds.
7. Work on the formation of the necessary materials and documentation for conducting self-assessment of departments.

No.	Name of events	Planned dates	Responsible and executors	Notes Completion mark
<b><u>1.Organizational events</u></b>				
1.1	Approval of the work plan of the Quality Commissioner for the 2023-2024 academic year.	September	Head of quality at the department Aricova L.N.	
1.2	Approval of the program (plan) for conducting internal audits for the 2023-2024 academic year.			
1.3	Updating the folder “Regulatory Documentation”	September	Head of quality at the department	
1.4	Updating information on providing teaching materials in the department's specialties for cycles I and II	October	Aricova Z.N. Yanioglo N.P.	
1.5	Preparation of documentation for internal audits	During a year	Radova L.A. Aricova Z. N.	
1.6	Drawing up a schedule for open classes at the department for the 2023-2024 academic year.			
1.7	Conducting an internal audit of QMS documentation at the department (journals of academic groups, department duty log, log of records and analysis of mutual visits of department teachers, teachers’ curriculum, individual plans of teachers).	During a year	Aricova L.N. Aricova Z. N. Yanioglo N.P.	
1.8	Implementation of comments and implementation of corrective actions based on the results of the internal audit of the QMS at the department	During a year	Aricova L.N. Yanioglo N.P.	
1.9	Organizing the collection of annual reports from teachers on the quality management system (QMS)	The beginning of June	Yanioglo N.P.	
1.10	Preparation of a summary report on the analysis of the department’s QMS for the 2023-2024 academic period. G.	Mid June	Yanioglo N.P. Aricova Z. N. Aricova L.N.	
<b><u>2. Scientific and methodological seminars, meetings</u></b>				
2.1	Meeting of the department on planning the work of the department's QMS	September October	Aricova L.N.	





2.2	Providing data to the head of the department for inclusion in the agenda of the department meeting of the issue: Results of checking the availability of curriculum for the 1st/2nd half of the year and compliance with the Instructions for preparing the curriculum for the discipline/module, registration of exam tickets	October January	Aricova L.N.	
2.3	Conducting instructions on how to prepare exam material	November April	Aricova L.N. Yanioglo N.P.	
2.4	Discussion of new arrivals of educational and methodological literature on the specialties of the department to the KSU library	During a year	Aricova Z. N.	
2.5	Discussion of the participation of professors in conducting research seminars, round tables, conferences according to specific research interests	During a year	Prof. of the department	
<b>3. Involving university staff in quality work</b>				
3.1	Consultations on planning, work organization and reporting issues	During a year	Aricova L.N. Yanioglo N.P.	
3.2	Attending exams with department professors and the process of defending coursework	December - January May June	Yanioglo N.P. Aricova Z. N. Aricova L.N.	
3.3	Speech at a department meeting with a report on the organization and management of practice		Professor - head of practice	
<b>4. Development / updating of QMS documentation in accordance with the requirements of a series of international ISO standards</b>				
4.1	Development of a work plan for the quality commissioner at the department for the 2023-2024 academic year.	September	Aricova L. N.	
4.2	Development of a program (plan) for conducting internal audits at the department for the 2023-2024 academic year. G.	September	Aricova L.N.	
4.3	Development of corrective and preventive actions based on the results of the internal audit.	During a year	Yanioglo N.P. Aricova L.N.	
4.4	Preparation of the annual report on the internal audit of the department.	June	Aricova L.N.	
4.5	Assisting the head of the department in drawing up the annual report (for 2023-2024 academic year)	June.	Yanioglo N.P. Aricova L.N.	

<b><u>5. Internal audits. Control of the educational process.</u></b>				
5.1	Conducting internal QMS audits	On schedule	Yanioglo N.P. Aricova L.N.	
5.2	Visit and analysis of teaching staff classes	During a year	Yanioglo N.P. Aricova Z. N. Musca S. F. Aricova L.N.	Entries in the journal of mutual visits
5.3	Visit and analysis of open teaching staff classes	During a year	Quality Commission, professors of the department	
5.4	Monitoring the implementation of training schedules	During a year	Yanioglo N.P. Aricova L.N.	
5.5	Monitoring student attendance	During a year	Yanioglo N.P. Aricova Z. N. Aricova L.N.	
5.6	Checking curricula and curriculum for the 2023-2024 academic year. at the department:		Aricova Z. N. Aricova L.N.	
5.6.1	- 1st cycle	During a year	Aricova L.N.	
5.6.2	- master's degree	During a year	Aricova Z. N.	
5.7	Carrying out corrective actions based on the results of the audit on the topic: Availability of curriculum and compliance with the Instructions for preparing the curriculum for the discipline/module	Until October 15	Aricova L.N.	
5.8	Availability of individual prof. plans with signatures	October	Aricova Z. N.	
5.9	Putting in order the state of internal documentation of the department	October, January	Head of quality at the department	
5.10	Checking the formation of funds of assessment tools sold at the department and the accumulation of current assessments	Beginning of November, beginning of March	Musca S. F.	
5.11	Checking the status of production practice documentation	During a year (within 10 days after	Aricova Z. N.	



		the end of the internship period)		
5.12	Analysis of internal audit results and preparation of reports and certificates	As needed	Aricova L.N.	
5.13	Checking the implementation of corrective actions by teachers based on comments made during audits	As needed	Yanioglo N.P Aricova L.N.	
5.14	Checking department examination materials	Beginning of December. Beginning of May.	Aricova Z.N., Radova L.A.	
5.15	Checking the completion and maintenance of logs of curriculum implementation, attendance and progress	beginning of November. Beginning of March	Aricova L.N.	
5.16	Checking compliance with training schedules	During a year	Yanioglo N.P	
5.17	Verification of documentation related to state examinations	Beginning of May	Yanioglo N.P	
5.18	Checking the topics of license and master's theses for absence of repetition over the last 5 years	June, September	Aricova Z. N.	
5.19	Logbook of internal documents	February	Head of department	
5.20	External consumer monitoring available	April	Head of department	
5.21	Availability of practice documentation	April May	Head of department	
<b>6. Monitoring customer satisfaction</b>				
6.3	Employer survey	During a year	Yanioglo N.P.	
6.4	Questioning students	During a year	Aricova L.N.	
6.5.	Questioning of professors	During a year	Yanioglo N.P	

Head of department: 

Head of quality at the department: 

Date of: 14.09.2023.