IMPLEMENTATION OF THE QUALITY MANAGEMENT SYSTEM IN THE DEVELOPMENT OF UNIVERSITY TRAINING

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Abstract: Currently education in Moldova is going through the reforming period, changes that consequently may decide the place and even the role of our country in the worldwide educational system. At the moment, in the Technical University of Moldova has been introduced a system of quality teaching and development to support strategic management and continuous improvement of the work of all levels of the university.

Quality management – is the assurance of educational programs' quality, which stress out and develop two main directions – the culture and the experience. Nowadays, university`s culture may be changed in the following perceptions: management style, the practice of recruitment of students and employees, information support of quality management processes, intra-organizational communication and interaction with the Ministry of Education, culture and research. Because of its position upstream from all the other institutions to which it provides human resources, the University represents, from this point of view, a critical locus of national culture.

Thus, improving the quality of education in the Technical University as well is an important part of the process of creating a European educational space, since the quality of university education is the leading tool for international competitiveness and the key value of the concept of modernization of education.

Key words: quality teaching, management, standards, education, training program.

Currently education in Moldova is going through the reforming period, changes that consequently may decide the place and even the role of our country in the worldwide educational system. That`s why, the introduction of quality management systems of education is one of the main directions for the development of higher education.

At the moment, in the Technical University of Moldova has been introduced a system of quality teaching and development to support strategic management and continuous improvement of the work of all levels of the university. The basic quality standard that sets the requirements for quality management systems is the ISO-9001 standard, the principles of which are: customer orientation, leadership, employee involvement, process approach, system approach to management, continuous improvement, decision-making based on facts, etc.

A quality policy has been drawn up, where are presented the mission, principles of management and quality objectives of the University.

As well as, it is necessary to provide some definitions of "quality" in general.

The quality represents the level of satisfaction, which ensures the effectiveness of approaches in education and professional training. As well as, for any approach to work, previously there were needed to achieve some standards, and some accomplishments made by participants and other interested parties.

The quality control ensures the qualitative education that will be provided for students. This is about keeping standards at the same level as before, not about creating new ones.

Quality assurance of education is accomplished by realizing a set of activities which main purpose is to evolve University`s potential, to create, to plan and to put in practice educational programs, which will make them see the institution as one which assures an education that corresponds to the quality standards.

The methodology of quality assurance in the field of education is based on the relationship between:
a) Criteria;
b) Standards;
c) Results;
d) Qualifications;

The quality of education is ensured by following processes:
a) Planning and achieving high results in education;
b) The monitoring of results;
c) The internal assessment of results;
d) The external assessment of results;
e) The continuous evolving of results in educational area.

The components and processes of quality assurance and the relationship between them differ:
a) by level of education and if necessary;
b) by qualification level;
c) by the type of organization of the provider of education;
d) the type of training program.

Quality management – is the assurance of educational programs' quality, which stress out and develop two main directions – the culture and the experience. Nowadays, university`s culture may be changed in the following perceptions: management style, the practice of recruitment of students and employees, information support of quality management processes, intra-organizational communication and interaction with the Ministry of Education, culture and research. There is even possible to say with certainty that a quality culture does not exist without consistent leadership throughout the university.

One of the management`s functions, which is especially important at the present moment in the development of educational system – is the choice of the direction of the evolving of the University when traditional methods are no longer working or the changes from outside impose a new approach. A competent leader is obliged to contribute to the creation of an atmosphere for workers and students, which will promote creative and effective work inside the University. A leader makes the personal to want to be involved in the activity of the institution, and whatsoever this is the basic principle in building qualitative management inside the University. Leadership develops the plans, visions, values, policies and strategies of the organization and is responsible for monitoring processes and systems.

Responsibilities of the quality management system:
• characterizes the effectiveness in terms of the quality of the curricula of development / training;

- supports actively and directly participates in the development and quality assurance of training programs;
- develops and maintains effective partnership relations with interested external factors;
- meets the needs and expectations of both internal and external stakeholders.

The organization provides students with a safe and harmonious environment, offers support. When teaching, it is appropriate to respond to the collective and individual needs of students. Resources, teaching methods should be available to all students. The organization employs employees according to clear recruitment and selection criteria (the minimal standards for qualifications and experience), defines the job description, suggests introductory programs and training of personnel.

The educational institution reacts to the needs of individuals, companies and communities (external stakeholders), but also to the different needs of students (internal stakeholders). The university is constantly developing training programs that meet the requirements of stakeholders, the software puts the student at the center of their interest. The purpose of these programs is social integration, providing access and equal opportunities for each student.

Quality, fairness and efficiency are the backbone of educational reforms in Europe and the world over the past decades, which should be taken into account when creating national management and quality control systems. This is necessary not only to ensure a real and functional integration, from the point of view of education, to the European Union, but because initiatives in this area must correspond to theoretical and methodological points of view, with what is happening in educational system now in the world. Backwardness from the point of view of the concepts and system of quality management, values and related methodology will make it extremely difficult, not only integration, but even mutual understanding.

There are three types of projects that provide quality education.

Educational project with the general interests of activities, the main directions of education: the concept of a person, the ideal of education and the values of society. It refers to the policy of education and materializes in programs for reforming and developing the education system as a whole.

The educational program as a configuration of actions and expectations of specific activities and educational processes related to the work of teachers and students, as well as the relationship between them.

Institutional project as an instrument of managerial management policy, is focused on innovations and changes, on the development of the university in structural and functional plans, being a tool for coordinating all activities of the organization.

At the level of each education organization, a commission was established to evaluate and control quality. Educational institutions develop and adopt their own strategy and rules for the work of the commission for assessment and quality control. The head is directly responsible for the quality of education. The commission for evaluation and quality control includes members of the teaching staff and excellent students, who are multilaterally developed and educated in terms of the quality of education.

Obstacles to quality assurance in education:

• lack of knowledge / skills in the field of quality management for those involved in ensuring the quality of education;

• methods and tools of quality management are often considered an end itself;

• the concept: "quality is obtained through the detection, correction and resolution of any problems", and not by preventing their occurrence;

• lack / inadequacy of quality objectives, policies and strategies;

• excessive confidence in the documents of the quality management system due to management decisions and actions in relation to quality assurance;

• the provision and improvement of quality is perceived by the staff solely as the performance of a "debt";

• priority attention to quantitative indicators, due to which quality is lost;

• lack of resources allocated to quality in the field of education;

• lack of available financial resources / refusal to invest in laboratory equipment, information technology, multimedia equipment and their maintenance.

Quality is also an element of culture. Organizational culture, along with art, science, philosophy, the cultural heritage of a nation is a part of it.

Because of its position upstream from all the other institutions to which it provides human resources, the University represents, from this point of view, a critical locus of national culture. For many reasons, it is necessary to develop an organizational culture in higher education that leads to greater efficiency, increased accountability, greater creativity and greater autonomy throughout the entire social system. Such an organizational culture can only be a culture of quality.

Thus, improving the quality of education in the Technical University as well is an important part of the process of creating a European educational space, since the quality of university education is the leading tool for international competitiveness and the key value of the concept of modernization of education.

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