

IBN HALDUN UNIVERSITY
QUALITY ASSURANCE DIRECTIVE

CHAPTER ONE
Purpose, Scope, Basis, and Definitions

Purpose

ARTICLE 1- The purpose of this Directive is to regulate the principles regarding the internal and external quality assurance system processes of Ibn Haldun University's education training, research development, social contribution activities and administrative services, and the working procedures and principles of the Quality Commission.

Scope

ARTICLE 2- This Directive has been prepared by the provisions of the Regulation on Higher Education Quality Assurance and the Higher Education Quality Council. It covers the procedures and principles regarding quality management, strategic management, process management, institutional risk management, survey development and evaluation processes, internal and external evaluations, institutional analysis studies, and program accreditations carried out at Ibn Haldun University.

Basis

ARTICLE 3- This Directive has been prepared based on the Supplementary Article 35 of the Higher Education Law dated 4/11/1981 and numbered 2547 and the Regulation on Higher Education Quality Assurance published in the Official Gazette dated 23/11/2018 and numbered 30604.

Definitions

ARTICLE 4- In this Directive;

- a) University: Ibn Haldun University,
- b) President: President of Ibn Haldun University,
- c) Senate: Ibn Haldun University Senate,
- d) Secretary General: Ibn Haldun University Secretary General
- e) Academic Unit: The schools and graduates schools, research and application centers, and coordinator-ships affiliated with Ibn Haldun University,
- f) Administrative Unit: Departments and directorates responsible for carrying out administrative and support processes at Ibn Haldun University,
- g) Programme: Academic units of Ibn Haldun University,
- h) Quality Assurance: Planned processes and systems to assure that the University or a program fully meets the quality and performance processes in line with internal and external quality standards,

- i) Quality Commission: The commission established by this directive, is responsible for the organization and execution of quality assessment and assurance studies at Ibn Haldun University,
- j) Quality Council: Turkish Higher Education Quality Council,
- k) Quality and Corporate Development Directorate: In the University, the administrative unit operating under the Department of Strategy and Resource Development and responsible for the implementation of all quality activities,
- l) Quality Representative: The Quality Representative designated for academic and administrative units for quality assurance activities carried out at Ibn Haldun University,
- m) Stakeholder: Individuals, institutions, and organizations that are affected and influenced by students, academic staff and their families, administrative staff and their families, inter-university board, Council of Higher Education board, alumni, student families, private sector organizations, governorship, and other official institutions, non-governmental organizations, national and international education, and research institutions
- n) Department of Strategy and Resource Development: The Quality and Corporate Development Directorate, the Career Center Directorate, the Project Support Office Directorate and the Directorate of Resource Development and Donor Relations, is the administrative unit operating under the General Secretariat

means.

CHAPTER TWO

Ibn Haldun University Quality Commission

Formation and Organisation Structure of the Quality Commission

ARTICLE 5- The Quality Commission is chaired by the President, and in the absence of the President, by the Vice-President appointed by the President. Commission members consist of academic and administrative staff and student representatives representing different scientific fields and administrative units, but not more than one representing the same school and graduate school. Members of the commission include the General Secretary of the University and the representative of the unit responsible for quality-related processes. Commission members are announced on the University website. The term of office of the members determined by the Senate is at least 2 years. Members who fail to attend two consecutive or intermittent meetings within a calendar year without a valid excuse, or who become unable to perform their duties due to illness, accident, etc. for more than six months, shall automatically terminate their duties without waiting for the end of the term.

Working Principles and Procedures of the Quality Commission

ARTICLE 6- (1) The Commission convenes periodically, once every 6 months, and otherwise upon the call of the Chairman. The meeting date is determined by the Chairman. In necessary cases, the President may call the Quality Commission to a meeting at any time.

(2) The agenda, date, and place of the meeting shall be determined by the Chairman.

(3) The Quality Commission convenes with the absolute majority of the total number of members and takes decisions with the absolute majority of those attending the meeting. In the case of equality of votes, the decision is deemed to have been made in line with the Chairman's vote.

(4) Office and personnel support services of the Commission shall be provided by the Directorate of Quality and Corporate Development.

Duties of the Quality Commission

ARTICLE 7- The duties of the Commission are as follows:

- a) To plan all kinds of studies to be carried out for strategic planning, quality improvement, process management, and risk management at Ibn Haldun University and to design the systems needed,
- b) To provide all kinds of support to academic and administrative units and managers in strategic planning, quality development, process management and risk management practices,
- c) Planning and conducting internal evaluation studies and preparing the annual internal evaluation report containing the results of institutional evaluation and improvement studies and publishing it on the University's website,
- d) To ensure the planning and execution of remedial and corrective actions deemed necessary as a result of internal and external evaluation,
- e) To make the necessary preparations for the external evaluation process, to provide all kinds of support to the external evaluator institution, organization, or board, and to inform internal and external stakeholders about the process,
- f) To work closely with the Turkish Higher Education Quality Council, to carry out activities in line with the procedures and principles to be determined by the Council and to share best practices with the Council,
- g) To announce the decisions of the Turkish Higher Education Quality Council in the academic units of the University, to follow and evaluate their implementation, to ensure compliance with the University-wide studies, and to monitor the results of these practices.

CHAPTER THREE

Quality and Corporate Development Directorate

ARTICLE 8- Ibn Haldun University Directorate of Quality and Corporate Development is an administrative unit under the Department of Strategy and Resource Development and is responsible to the President for the working order and functioning of Ibn Haldun University Quality Commission. In the execution of all administrative and academic quality activities at the University; it ensures coordination between the Quality Commission, quality representatives, the General Secretariat, academic and administrative units, the Senate, and other higher boards.

CHAPTER FOUR

Quality Representatives

Participation of Academic and Administrative Units in Quality Studies:

ARTICLE 9- All academic and administrative units of the University support the work of the Quality Commission through quality representatives. Quality improvement activities in academic programs and administrative services are coordinated in line with the direction of the commission.

Appointment of Quality Representatives:

ARTICLE 10- Quality Representatives are appointed by the unit supervisors to ensure that academic and administrative units support the quality management and development activities at the University and ensure their dissemination in their units. In academic units, at least two academic staff and one student, including one person from the unit management; in administrative units, an administrative staff constitutes the Quality Representatives of the units.

Duties of Quality Representatives:

ARTICLE 11- Unit Quality Representatives are responsible for the realization of the following activities:

- a) To inform the unit about the strategic plan preparation processes of the university and to ensure coordination within the unit.
- b) University's strategic plan performance indicators;
 - i. Determination of annual target values and action plans and
 - ii. To ensure the necessary coordination in the processes of determining the performance values of the unit during the monitoring periods and to enter these data into the enterprise management information system.
- c) Participating in process management studies when needed and participating in the process performance indicators of the units;
 - i. determination of annual target values and
 - ii. To support the determination of the performance values of the unit during the monitoring periods.
- d) To support corporate risk management activities, regularly monitor the determined risk preventive activities, and enter the necessary data into the enterprise management information system.
- e) To make the necessary preparations for internal and external evaluation processes, to support the Directorate of Quality and Corporate Development and/or University Quality Commission.
- f) To increase participation by announcing the satisfaction surveys conducted by the Directorate of Quality and Corporate Development of the University in the relevant student, academic, and administrative staff groups, to create action plans for the survey results with the unit manager, and to follow these plans.

- g) To ensure the active use of digital tools that will improve training, publication, and administrative quality regarding the functioning of the unit.
- h) To ensure the participation of students in quality practices by establishing regular communication with the student member within the unit quality teams.
- i) To fulfill the requests of the Directorate of Quality and Corporate Development and/or the University Quality Commission within the scope of the quality management system, to ensure that the quality management system studies are carried out in the unit according to the procedures and principles to be determined by the University Quality Commission.
- j) To announce the decisions of the Quality Commission to the unit, to contribute to their implementation, and to monitor the results.
- k) To hold at least 2 meetings a year within the framework of the Unit Quality Commission and to send these meetings to the University Quality Commission by binding them to the minutes.

CHAPTER FIVE

Quality Management

Scope and Purpose of Quality Management

ARTICLE 12- Quality management is the planning of the quality of the University's education, training, research, social contribution activities, and administrative services, the development of appropriate institutional practices and systems in line with the quality policy, and the realization of quality-oriented measurement, learning, and improvement activities to ensure continuous improvement. The approaches applied within the scope of Quality Management at the University are strategic management, process management, corporate risk management, survey practices, and internal and external evaluations.

Quality Management Activities

ARTICLE 13- Activities carried out within the scope of quality management;

1. Updating the quality policy and submitting it to the Quality Commission for approval,
2. Evaluation of the policy by the Quality Commission and approval of the final version,
3. Deciding on the quality approach (ISO, program accreditations, etc.) to be implemented during the year in line with the quality policy and strategic goals,
4. Preparation of the implementation plan of the quality approach (ISO, program accreditations, etc.) and submission to the Presidency for approval,
5. Managing enterprise management and quality management processes according to the implementation plan evaluated and finalized by the Presidency,
6. Strategic and process performance results, stakeholder surveys, and feedback are analyzed and evaluated by self-assessment method in line with the quality policy,
7. Preparing and publicizing the annual Internal Evaluation Report of the Institution,

8. Determining the processes by taking into account and improving all analyses and feedback.

CHAPTER SIX

Strategic Management

Scope and Purpose of Strategic Management

ARTICLE 14- Strategic management is the process in which University's future goals and the necessary and effective strategies to achieve these goals are established and the practices are monitored and evaluated. The strategic management process aims to ensure that the practices that will enable the reason for existence and the goals it wants to achieve in the future are adopted throughout the institution, taking into account the developments in the field of the University and the expectations of its stakeholders.

Activities of the Strategic Management Process

ARTICLE 15- The strategic management process consists of three main stages: strategic planning, implementation, and monitoring. The whole process consists of the following activities:

1. Within the scope of preparatory work before strategic planning;
 - 1.1. The decision to prepare a strategic plan is made and announced to the whole University.
 - 1.2. A work plan for strategic planning is created and the teams to be assigned are determined.
2. Within the scope of analyzing the current situation;
 - 2.1. The opinions and expectations of internal and external stakeholders are received and analyzed.
 - 2.2. Current situation assessment and SWOT Analysis are made.
3. In the context of strategy formulation and future planning;
 - 3.1. Mission, Vision, Core Values, and Policies are reviewed and/or updated.
 - 3.2. Strategic goals and objectives are determined.
 - 3.3. Activities and projects required for the realization of the targets are determined.
 - 3.4. Performance indicators are determined to measure the achievement of the objectives.
 - 3.5. Annual target values and activities of the units are determined.
 - 3.6. Necessary resources and budget planning for activities and projects are made.
4. The strategic plan is evaluated by the responsible units and boards and the finalized version is submitted to the Presidency for approval.
5. After the evaluation of the Presidency, it is announced to the whole university via the enterprise management information system.
6. Within the scope of monitoring and evaluation after the implementation of the strategic plan;

- 6.1. The realization of the objectives and activities in the strategic plan is measured and monitored in six-month periods with the participation of academic and administrative units.
- 6.2. The results are evaluated according to the monitoring reports from academic and administrative units.
- 6.3. Monitoring and evaluation results are used in the planning of the next year.

CHAPTER SEVEN

Process Management

Scope and Purpose of Process Management

ARTICLE 16- Process management is the activities that include defining, monitoring, analyzing, and making necessary improvements in all activities carried out within the University with a process approach. The purpose of process management is to manage the institution in a process-oriented manner to realize the vision, policies, and strategies of Ibn Haldun University.

Process Management Activities

ARTICLE 17- Process management consists of the following activities:

1. Within the scope of identifying and defining processes;
 - 1.1. Processes carried out within the University are defined or previously defined processes are updated.
 - 1.2. Processes are classified as main process, process, and sub-process.
 - 1.3. Processes are defined and process flows are created by coming together with relevant stakeholders, determining process responsible and implementers, inputs, and outputs, customers and suppliers, activities, and performance indicators.
 - 1.4. Target values for process performance indicators are determined.
2. Within the scope of analyzing processes;
 - 2.1. Process performances are evaluated and analyzed.
 - 2.2. Processes that need to be improved are identified.
 - 2.3. Taking into account the feedback reports received as a result of internal and external evaluations, areas, practices, and processes in need of improvement are identified.
3. Within the scope of process improvement;
 - 3.1. If gradual improvement is to be carried out, an improvement team is established, the areas open for improvement are analyzed, and an improvement plan is created and implemented.
 - 3.2. If incremental improvement is to be realized, a change plan is made and implemented by establishing a change team.
4. Within the scope of process reorganization; continuous improvements are implemented and new processes are added when necessary.
5. Processes are regularly reviewed and kept up to date.

ARTICLE 18- While the processes are being managed, process managers are responsible for the realization of the following activities:

- a) Preparation of the necessary documents related to the processes by the determined methods and submission to the approval of the main process responsible,
- b) Determination of the data required for the measurement of process performances,
- c) Determination of process improvement needs by taking into account strategic plan and process performance values, internal and external evaluation results, satisfaction survey results, suggestions and complaints,
- ç) Establishment of process improvement action plans and teams,
- d) Improvement of processes and ensuring that improvement results are included in monitoring and reporting processes,
- e) Identification of the need for change in processes or new process applications,
- f) Announcement of standard methods and updates in processes to relevant stakeholders.

CHAPTER EIGHT

Corporate Risk Management

Scope and Purpose of Corporate Risk Management

ARTICLE 19- Corporate risk management is the process where all risks related to the University's strategies and all processes are identified and analyzed and the results are monitored and evaluated. The purpose of corporate risk management is to manage the risks that the University encounters in its daily activities or may encounter in future periods, which will prevent it from achieving its goals or creating opportunities, and to minimise their negative effects or to ensure that they are transformed into opportunities.

Activities of the Corporate Risk Management Process

ARTICLE 20- The following activities are carried out within the scope of corporate risk management at the University:

1. Within the scope of identifying or updating risks;
 - 1.1. Within the scope of the strategic plan, risk groups and risks associated with strategic objectives and processes are identified.
 - 1.2. An appropriate risk management policy is determined for each risk.
2. Within the scope of analyzing and prioritizing risks;
 - 2.1. Scores are determined in terms of impact and probability values of risks.
 - 2.2. The total risk score is determined by multiplying the probability and impact score of each risk.
 - 2.3. The importance levels of the risks are determined according to the total risk score.
3. Within the scope of determining the risk management policy and activities;
 - 3.1. The Quality Commission decides on the prioritized risks to be risk-managed.
 - 3.2. Activities are determined in line with risk management policies for the management of high-priority risks.
4. Monitoring and evaluation of risk results;

- 4.1. On an annual basis, the activities determined within the scope of risk management are monitored and the necessary activities for the new year are determined.
- 4.2. The prioritization of risks is reviewed on an annual basis and necessary changes are made for the new year.

CHAPTER NINE

Survey Development and Evaluation

Purpose of Survey Development and Evaluation

ARTICLE 21- To measure satisfaction and collect information in various fields within the University, it is the process of continuing the implementation of existing surveys, determining the implementation techniques and evaluation methods of new surveys decided to be implemented, analyzing the survey results and determining the necessary improvements. Survey development and evaluation processes are carried out by the legislation on the protection of personal data and in cases where ethics committee approval is required, the relevant legislation and ethical rules.

CHAPTER TEN

Internal and External Evaluation

Internal Evaluation

ARTICLE 22- All activities carried out within the scope of the internal evaluation process implemented at the University are as follows:

1. The results obtained by the units within the scope of strategic management, process management, corporate risk management, and satisfaction survey practices are measured and monitored institutionally. Monitoring results are presented by academic and administrative unit managers at meetings held within the Presidency and General Secretariat.
2. Institutional Self Evaluation Report (ISER) is prepared as an output of the internal evaluation process. ISER is prepared by the Quality Commission once a year by the fifth article of the Regulation on Higher Education Quality Assurance and the Higher Education Quality Council, the relevant guidelines of the Turkish Higher Education Quality Council, and the announced calendar, and submitted to the Turkish Higher Education Quality Council after the approval of the Senate.

External Evaluation

ARTICLE 23- According to the nature of the university's activities, it is the process of receiving external evaluation services or being subjected to evaluation by an authorized institution. External evaluations are the evaluation programs of the Quality Council, general audit of foundation higher education institutions, evaluations carried out to obtain quality certificates or to ensure the continuity of these certificates, and evaluations carried out by authorized institutions within the scope of program accreditations.

CHAPTER ELEVEN

Enterprise Management Information System

ARTICLE 24- The Enterprise Management Information System is an information system developed to support the work of all academic and administrative units, relevant boards, and commissions within the scope of quality and corporate governance in an online environment. The Directorate of Quality and Corporate Development is responsible for the management of this system and the identification of improvement needs.

CHAPTER TWELVE

Corporate Analysis

ARTICLE 25- This is the process of collecting, analyzing, and reporting the data required for institutional monitoring and evaluation studies as well as for national and international university rankings. Periodically, the data collected from the units are analyzed and documents such as monthly and annual activity reports, internal evaluation reports, and semi-annual briefing reports showing the current situation are prepared. The data obtained are used to establish the plans of the University on solid foundations and set the right targets.

CHAPTER THIRTEEN

Programme Accreditations

ARTICLE 26- Programme accreditation carried out by academic units is an evaluation and recognition process that measures whether the academic and field-specific standards predetermined by an accreditation body in a particular field are met by the relevant program.

CHAPTER FOURTEEN

Final Provisions

Entry into Force

ARTICLE 27- This Directive enters into force on the date of its adoption by the University Senate.

Execution

ARTICLE 28- The provisions of this Directive are executed by the President of Ibn Haldun University.

Senate Meeting Date and Number of Initial Publication of the Directive		
	16.02.2024	2024/04-04
Senate Meeting Dates and Numbers of Amendments to the Directive		
1	26.09.2025	2025/13-02