

The purpose of the RISEBA quality management system is to meet the requirements of the quality criteria, ensure the monitoring of these criteria and implement a process of continuous improvement so that the services fully comply with the requirements of clients, legislators and supervisory authorities, including:

- Strengthen the academic quality and freedom;
- Promote student-centred learning, teaching and assessment;
- Promote the satisfaction of internal and external clients (students and employees);
- Promote the efficiency, competitiveness and flexibility of the university's work;
- Promote the scientific potential of the university;
- Improve RISEBA quality management;
- Improve the image of the university in society and its international competitiveness.

The quality management system ensures the preparation of specialists required in the international labour market in the study process, who are not only knowledgeable and skilled in their field, but are prepared for professional life, active citizens with a positive attitude and ready to work for their future careers. In the study process, thanks to the university's knowledge base, each person's personal growth and readiness for research and innovation are developed.

Quality management RISEBA is implemented and improved in accordance with the European standards and guidelines for quality assurance (ESG), the criteria of the European Foundation for Management Development (EFMD) study program accreditation system and the CEEMAN IQA accreditation framework and standards. The university strives for excellence by implementing the European Foundation for Quality Management (EFQM) model (see picture), besides RISEBA uses the principles of continuous improvement - it determines the results to be achieved, identifies the measures to be taken and implements them, evaluates the performance and makes the necessary improvements (RADAR).

The following mechanisms are defined for the implementation of the quality assurance system:

- Stakeholder survey, analysis of results and improvement
- Analysis of employer (practice provider) feedback and improvement
- Annual evaluation and development planning of the teaching staff and administrative staff
- Lecture peer review process
- Defining and improving requirements for the development of study courses
- Quality control and improvement of study course sites
- Support for students and lecturers to improve the quality of studies
- Provision of methodological seminars for teachers
- Trainings for administrative staff
- Evaluation of students' performance (progress during studies, study debts, evaluations of final theses) and improvements
- Monitoring of study breaks and performing preventive actions to reduce study breaks
- Annual self-evaluation of the institution (annual report)
- Self-assessment and planning and implementation of improvements using EFQM, AACSB, EFMD, CEEMAN IQA principles



The European Foundation for Quality Management (EFQM) Excellence Model

- Annual self-assessment of study directions and programs and planning of development
- Self-assessment of the study direction for accreditation and plan for implementation of recommendations
- Development and implementation of operational and development plans of the structural units and strategies of functional areas
- The institution's medium-term strategy and the setting and implementation of annual priorities
- Development and improvement of procedures
- Review of quality mechanisms
- Troubleshooting and examining proposals
- Acquisition of good practices by participating in external quality assessment in other institutions

We are an international and tolerant university, and our employees can offer high quality multi-disciplinary, student-oriented, interactive, academically honest, research facilitating and competency-based education in which business, art and technologies are connected.

Our academic staff members undertake to provide all clients with the best possible services and adhere to RISEBA's approved core values and operating procedures in their work. The university's working processes are planned, in conformity with best professional practices. The operating process and quality of services are systematically analysed, and the application of the quality assurance system and its continual improvement is ensured. Management regularly reviews the university's performance, and the appropriateness of the quality policy and sets objectives for its optimisation.

The Quality Policy is documented, widely circulated, explained and binding on all university staff. In their work, RISEBA academic staff must adhere to the set policy and fulfil the requirements set in the quality assurance system about their duties. The policy is published on the RISEBA website and is easily accessible to staff members, customers and other interested parties.

RISEBA creates a quality culture in which everyone (students, academic and administrative staff and external stakeholders) systematically takes measures to increase quality, including the improvement of study programs, study processes and research.