SWISS TCM UNI
瑞士中医药大学

Quality Assurance and Development System (QAD) at SWISS TCM UNI

This QAD summary is based on the QAD rules.

(For simplicity reasons the masculine form is used throughout the text; the feminine form is included in each case).

Basics

Based on the overall strategy and the QAD strategy, SWISS TCM UNI (STU) has developed its QAD system. It defines what STU understands by good teaching, good study conditions, good research and good administrative performance.

Objective

STU strives for the highest quality in the performance of its tasks. This applies to all areas: training and continuing education, research, promotion of young talent, employee development, internal and external services. All services are regularly evaluated, the results analyzed and appropriate measures initiated. In this way, quality is assured and continuously developed. Awareness of quality should be promoted among all members of STU in order to support the development of a quality culture. The following figure 1 shows the cycle for continuous improvement.

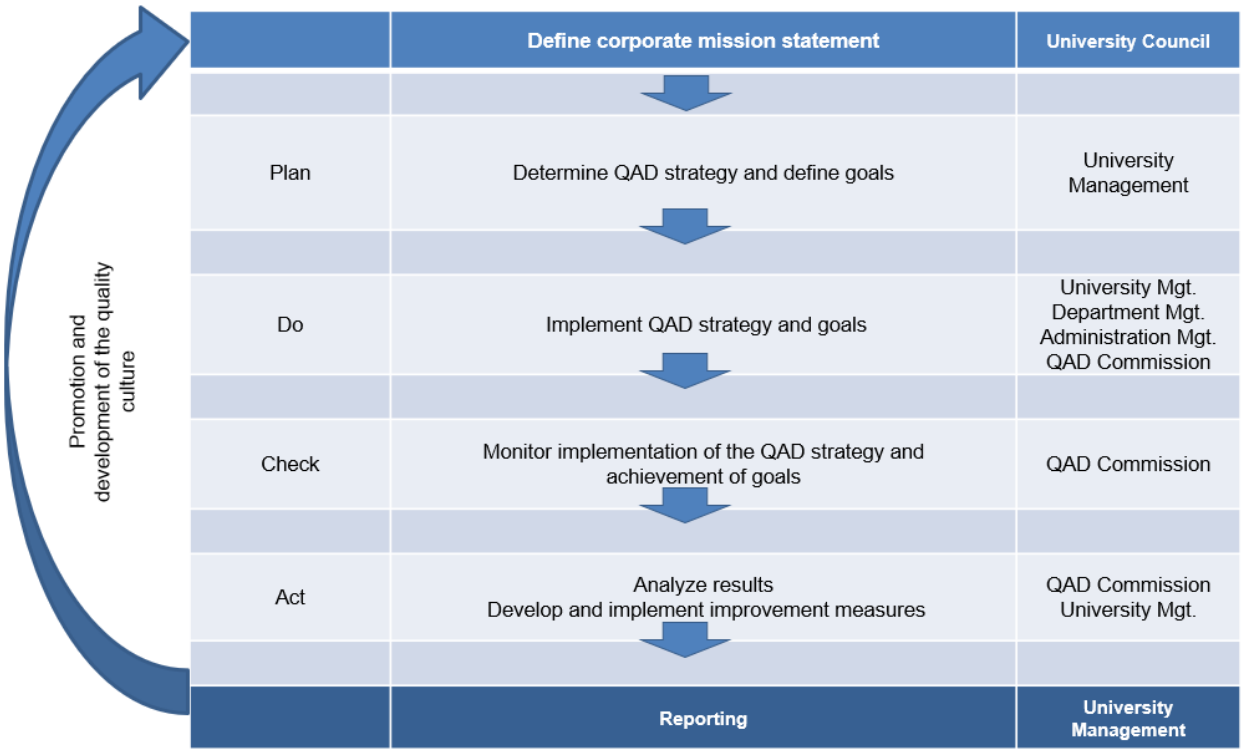

Figure 1: QAD cycle (PDCA cycle)

Analysis and evaluation in the fields of teaching, research and services

The goals and contents for the evaluations are set out in checklists. For this purpose, key figures were defined in the areas of training, continuing education, research and the promotion of young talent, as well as services. The most important key figures are specified as target values and are monitored regularly. The STU uses questionnaires for this purpose. The results of the surveys are recorded, compared with the target values, and any necessary measures are implemented.

By completing the questionnaires, students and employees have a direct right of participation and thus the opportunity to ensure and further develop quality in all areas. Figure 2 below shows the process and responsibilities.

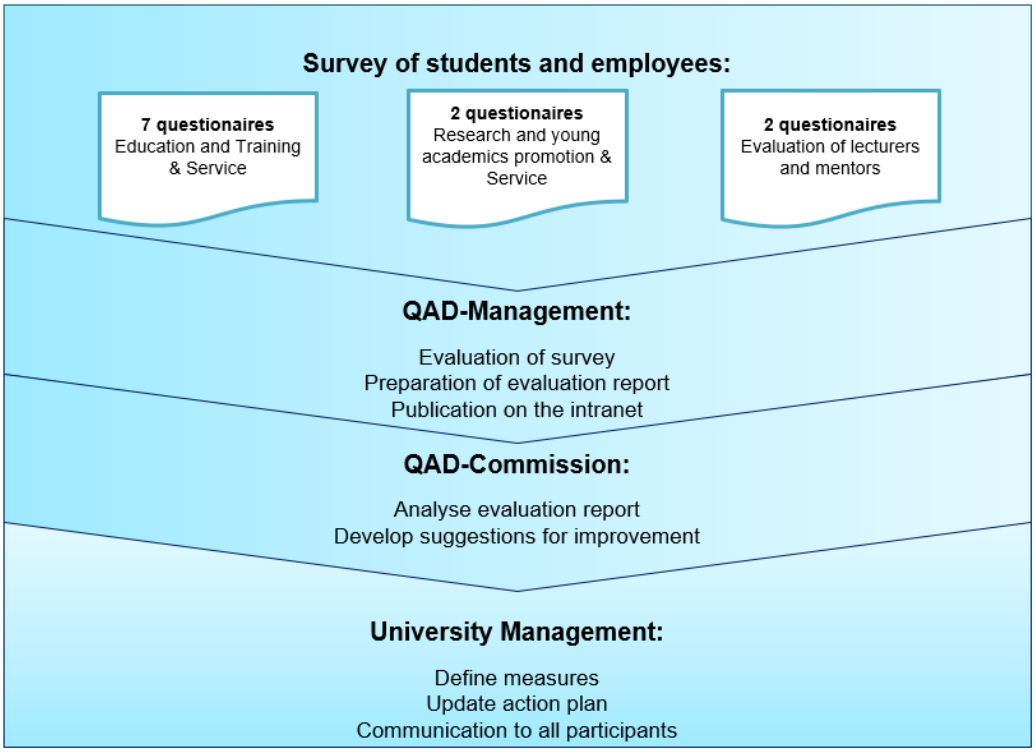

Figure 2: Procedures and responsibilities

Evaluation Cycles

The following figure displays the evaluation cycles.

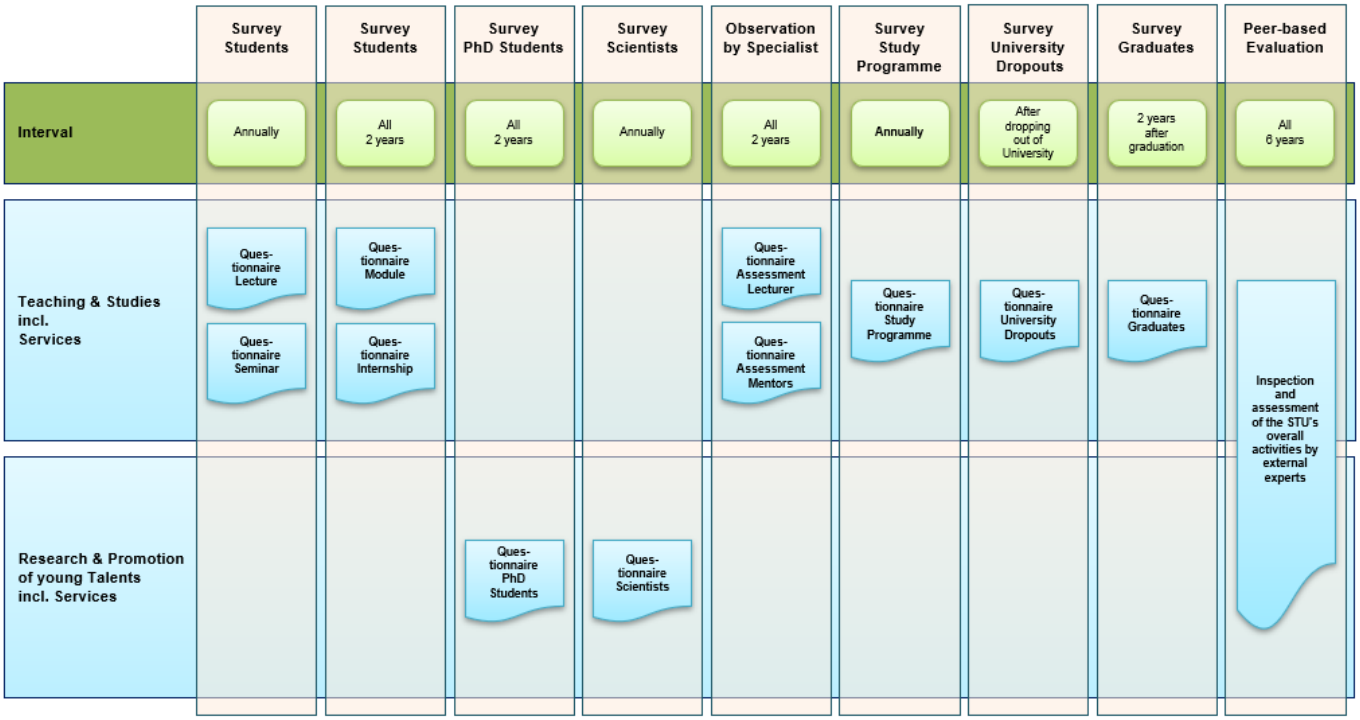

Figure 3: Evaluation cycles

Teaching, studies and services

Students and staff are regularly surveyed using various questionnaires. The results are evaluated and analysed with the departments in order to derive improvements.

Research and promotion of young researchers and services

Researchers and doctoral students are also surveyed. After evaluation, the results are discussed with the research team and the departments in order to introduce measures for improvement.

Assessment of overall activities at the STU

Every six years, all departments are assessed by external experts («peer-supported evaluation»). The external view is a useful addition to the internal evaluations. The aim of this cycle is a fundamental evaluation of all areas with all their tasks, focussing on strategy development and further profile building. Particular attention is paid to the conceptual design of the study programmes.

Position "QAD Management"

The "QAD Management" officer is the contact for all questions concerning quality at STU. All students and employees can report any problems they encounter and make suggestions for improvement directly to the office.
The "Suggestion for improvement" form is also available for this purpose.