



TALLINN UNIVERSITY OF
TECHNOLOGY

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EQUAM Meeting 16th June 2013, Tallinn



Quality Journey of Tallinn University of Technology (TUT)

- 2000 – first attempts to define the QMS of TUT and initiate self-evaluation
- Curricula based approach, incl accreditation (pilot for 6 curricula)
- ISO 9000 logic for describing the teaching activities' QS
- 2002 – student feedback system
- 2003 – Quality Thursdays
- 2005 – 2008 KOMPASS project – creating Quality Culture (6 universities)
- EFQM-based questionnaires & feedback system; draft Quality System Manual
- Quality manager's position (studies; rectorate)



Primus project 2009-2012

- Modified EFQM-based criteria for Estonian HEIs
 - self-assessment
 - external assessment (1st year)
 - prioritization of AFIs, planning and implementing improvement projects
 - external validation (2nd year)
- 2009/2010 - Faculty of Mechanical Engineering
- 2010/2011 - TUT as institution
- 2011/2012 - Kuressaare College of TUT
- 2012 – Faculty of Power Engineering



Future activities – 2013-2014

Goal 2014 – implemented QMS of TUT,
ready for institutional accreditation

- Development of Management System Manual of TUT (coordinated by Quality Manager) by Sept 2013 – process-based approach (Quality Manager)
- 'Face of TUT' – for external stakeholders
- Management Information System (IT department)
- Self-evaluation report by Nov 2013; final report (in English) by July 2014
- Training of academic and support staff, students



Students' Educational Quality Work Groups

- Students' Council's initiative to enhance feedback culture at the university
- One students' working group in each structural unit (faculty, college) to evaluate the quality of studies in the form of focus groups
- Deeper analysis and suggestions, not just statistical data
- Comparison with previous periods
- Feedback reports sent to the leaders of structural units
- Overall reports covering the whole TUT
- Reports published on website
- Written answers by faculties about planned improvement activities



Conclusion

- Evolution from studies' and curriculum quality to institutional approach
- Quality embedded naturally into whole management system, starting from strategy; no separate QA system
- Alignment of university and faculty/college goals and systems
- Active leadership by students
- Creating a quality culture – training and awareness
- TUT Strategy 2011-2015 – Academic Quality

