



MALTA INSTITUTE OF MANAGEMENT

QUALITY PLANNING PROCEDURE

Quality Planning Procedure

MIM is committed to fostering student development. To keep all stakeholders at the core of its strategy and planning the Internal Quality Assurance Committee, ensures a commitment to quality.

The IQAC is required to ensure that:

- a) All operational and support processes are the product of quality planning and conform to the institution's quality policy and quality objectives
- b) All processes conform with approved documented policies, regulations and procedures
- c) It reports to MIM Council on the performance of the quality system and any need for improvement
- d) Ensure the promotion of awareness of stakeholder requirements throughout the institution
- e) Liaise with external parties on matters relating to the quality system

This is regularly reviewed by the IQAC. Meetings are held analysing;

- Student feedback reports
- End of programme feedback – students and staff
- Quarterly student body representative reports
- Staff CPD training feedback

This leads to an annual review of processes report with recommendations and relevant action plans.

Quality planning is an integral part of the preparation and realisation of MIM education training and related support services. This aims to ensure the allocation of competent lecture and administrative resources; setting of quality objectives for continuous professional development; stakeholder feedback and complaints (students, industry and the community); programme design, delivery and review (including existing programmes); corrective and preventive action; and outputs of procedures feed into the leadership and management review process.

The key inputs contributing to the creation, maintenance and responsiveness of MIM quality assurance system are the MFHEA National Quality Assurance Framework-Internal Quality Assurance Standards as influenced by the European Standards and Guidelines and EQAVET.

Several measures have been developed as an overarching Quality Framework in order to gauge and assure quality. Such measures include, amongst others, the documentation of processes in the form of standard operating procedures and process maps (inputs, process and outputs), internal verification and lead internal verification of assessment tools and decisions, internal audits of the educational and operational processes within and across MIM providers and the way in which these processes impact the quality of the service delivered to MIM school clients, students, and lecturer appraisal, are in line with National Quality Assurance Framework requirements stipulated by Malta Further and Higher Education Authority (MFHEA).