

# Continual Improvement Process

---

## PURPOSE

The Student Affairs Division recognises that the process of achieving quality is a continual process. The purpose of this process is to outline the procedure used by all units within the Student Affairs Division to ensure continual improvement of our quality management system and of the services we provide.

## RESPONSIBILITY

Overall responsibility for this process lies with the Division's Quality Team. All units within the Division are responsible for continual improvement. The Quality Improvement Action Plan (QIAP) is maintained by the Quality Team.

## PROCEDURE

The Quality Improvement Action Plan (QIAP) is used by the Student Affairs Division to record and monitor all quality-related improvement actions and recommendations at divisional level, both for the QMS and for services delivered to the division's customers. These actions and recommendations are identified from a number of sources including:

|           |                        |
|-----------|------------------------|
| <b>CF</b> | Customer Feedback      |
| <b>GA</b> | Gap Analysis           |
| <b>PI</b> | Process Improvement    |
| <b>QA</b> | QMS Audit (Inter-Dept) |
| <b>QR</b> | Quality Review         |
| <b>SA</b> | Self-Audit             |
| <b>SS</b> | Staff Suggestion       |

The QIAP is maintained on [SharePoint](#) and is updated regularly by the Quality Team to document newly identified actions or recommendations and to update progress on all current actions. All staff within the Division have access to the QIAP.

1. Review of the QIAP is a standing agenda item for all quality meetings.
2. Any potential actions arising from the above sources are brought to the meeting by members of the quality team. Any staff member in the division may advise any quality team member of potential QIAP actions to be brought for discussion.
3. These are discussed by the quality team and agreement is reached on: the action, person(s) responsible and timeframe for resolution. All QIAP actions are assigned to an appropriate individual within the division for progression and resolution. Where an action is unit-specific, it is assigned in the first instance to the Unit Head who may then reassign it to a staff member within their unit if appropriate.
4. Once agreement is reached, the designated QT member enters the details of the new action into the relevant folder within the QIAP on SharePoint. Actions arising from audits are entered by the Audit Co-ordinator. Actions are reviewed for progress at every meeting.
5. An action may have a status of 'not started', 'in progress', 'completed', 'not relevant' or 'deferred'. It is the responsibility of the individual to whom the action is assigned to update progress and/or the status of the action on SharePoint on a regular basis.

---

The electronic version of this document is the latest version. It is the responsibility of the individual to ensure that any paper material is the current version. Printed material is uncontrolled documentation.

## Continual Improvement Process

---

6. An email is sent once a month by the QT leader, the week before the QT meeting, to all staff members of the Division to remind those who are responsible for an action in the QIAP to review and update its status regularly.
7. Once an action is complete or is deemed by the action owner not to be relevant, its status within SharePoint is changed to 'completed' or 'not relevant'. The action then automatically transfers to the [QIAP Archive](#) folder.
8. The Chair of the Quality Team prepares a summary of the QIAP for review at each Quality Team meeting.
9. Details of the review of the QIAP are recorded in the minutes of quality meetings.
10. The QIAP is also reviewed and monitored on a regular basis by the Student Affairs Management Group at the Quality Review Management meeting.

### Internal Audit / Self-Assessment

The Internal Audit / Self-Assessment process ensures continual implementation, maintenance and improvement of all elements of the Quality Management System and the services provided by the Student Affairs Division. There is an annual audit schedule which is published and a team of trained QMS auditors who conduct regular audits of all aspects of the QMS. Follow-up actions from internal audits are tracked by the quality team and the overall audit findings are discussed at Quality Review Management meetings.

### Quality Team

The Student Affairs Division Quality Team comprises representatives from across the different units of the division. Members of the quality team are listed on the division's website and in the Quality Manual. The quality team meets monthly to review and monitor the implementation of the division's quality management system. Minutes of all quality meetings are recorded on SharePoint.

### Review of actions

The QIAP is reviewed by the quality team at each meeting and also by the Management Team at Quality Review Management meetings.

## DOCUMENTATION

- Student Affairs Division [Internal Audit Self-Assessment Process](#)
- Student Affairs Division [Quality Improvement Action Plan](#)

## RECORDS

- Audit reports are held for a period of 3 years.
- Records on the QIAP are held for a period of 3 years.
- The Student Affairs Division is governed by UL's [Records Management and Retention Policy](#).

## PROCESS VERIFICATION

Evaluation of the Continual Improvement Process effectiveness is carried out using internal and QMS audits. Changes to the process are put in place as required and as appropriate.

---

The electronic version of this document is the latest version. It is the responsibility of the individual to ensure that any paper material is the current version. Printed material is uncontrolled documentation.

## Continual Improvement Process

---

### REVISION HISTORY

| Revision No. | Date    | Approved by: | Approval Date and Meeting | Details of Change  | Process Owner |
|--------------|---------|--------------|---------------------------|--|---------------|
| 1            | Feb '17 | Quality Team | QRM Meeting, 14/03/17     | <i>Initial Release</i>   | Quality Team  |
| 2            | May '17 | Quality Team | QRM Meeting 09/05/17      | <i>Inclusion of 'not relevant' as a status in Steps 5 &amp; 7.</i> | Quality Team  |
|              |         |              |                           |  |               |
|              |         |              |                           |  |               |
|              |         |              |                           |  |               |

---

The electronic version of this document is the latest version. It is the responsibility of the individual to ensure that any paper material is the current version. Printed material is uncontrolled documentation.