




# QAC

Quality Assurance  
مركز ضمان الجودة Centre

# Introduction

“Quality Assurance (QA), is an ongoing, continuous process of evaluating (assessing, monitoring, guaranteeing, maintaining and improving) the quality of a higher education system within an institution or specifically a program.”

The Quality Assurance Center is established to serve PSU, which focuses on spreading the culture of quality in the university through continuous support and effective advising on quality matters, leading to building of distinguished experiences in all academic and administrative processes. It aims in verifying and ensuring the university's services are being performed in a manner that meets or exceeds internal and external educational requirements and stakeholders' expectation.



*"Getting something done is an accomplishment, getting something done right is an achievement." Anonymous*

# Purpose

The purpose of Quality Assurance (QA) is the establishment of cyclic processes for planning, implementation, feedback and renewed planning, that encourages and emphasizes quality enrichment through the generation of a collective self-critical and self-reflective attitude. It ensures that quality meets standards, promotes quality development, documents quality work and detects problem areas.

The PSU's Quality Assurance System enables to

- Monitor the quality of services provided to stakeholders with respect to Academic and administrative support.
- Maintain high standards in all services to meet the national and international requirements in higher education.
- Adopt and regularly review the Quality System in the University, helping to attain the vision, mission and core values of the University by coordinating all the processes in academic and administrative units to deliver quality educational services.
- Monitor quality practices.
- Encourage continuous improvement in the management of quality academic and administrative processes



*"Quality means doing it right when no one is looking.." Henry Ford*

# Mission & Vision of the Centre

## Vision


This derives from the University's Vision statement:

"To be the pioneers in ensuring excellence in quality assurance practices in higher education."

## Mission

This derives from the University's Mission statement:

"The PSU's Quality Assurance Centre aims to establish and maintain a culture of highest quality standards in all academic and administrative units through the application of modern quality systems, leading to assuring and complying the policies and procedures within the Institutional Quality Framework."



*"Quality begins on the inside and then works its way out." **Bob Moawad***

# Core Values

PSU always wants the following core values to be attained in order to achieve its vision and mission.

- **Integrity** : We express our integrity through objectivity, honesty, ethical practice, and transparent communication.
- **Excellence & High Quality** : We strive for excellence in the quality of the work at PSU and encourage a culture of learning and creativity to continually enhance quality services.
- **Collaboration / Team work** : We value collaboration with others, respecting the diversity and talents of our colleagues.
- **Reliability / Credibility / Dependability** : We ensure that the information disseminated to various academic and administrative units by the QA Centre is trustworthy.
- **Competency and Solemnity** : The staff on board should be highly skilled and committed to provide continuous support and disseminate authentic information related to quality.
- **Cooperation** : Caring attitude toward the faculty and staff.



*"Quality is not a act, it is a habit."*  
**Aristotle**

# Main Goals of the Centre

## Goal 1: Create and Maintain a Culture of Quality

- 1.1. Redefine the concept of quality and the dissemination of its culture at the university.
- 1.2. Improve the Quality Management System (QMS) that integrates the various internal processes and specifying the clear criteria and procedures to evaluate learning and teaching, its resources, services and the support infrastructure.
- 1.3. Establish internal and external benchmarks to measure all the Quality Standards in collaboration with CSI & SPDC.
- 1.4. Conduct institutional training on the awareness of quality assurance and continuous improvement to all its primary stakeholders.

## Goal 2: Ensure Excellence in Quality Practices

- 2.1. Maintain an efficient and effective Quality Assurance system
- 2.2. Provide support and advice to the various units of the university in all matters relating to quality and accreditation matters.
- 2.3. Coordinate with the academic and administrative units for the formation of committees related to quality and academic accreditation and follow up the implementation of its tasks in relation to those associated with them
- 2.4. Ensure quality systems are in place for demonstrating excellence by conducting periodic quality audits.
- 2.5. Ensure effective standardized approaches in all academic and administrative units between the two campuses at PSU.
- 2.6. Develop and maintain a comprehensive, informative, useful and up-to-date website for the Quality Assurance which supports the University's efforts to maintain transparency, integrity and effective community engagement

2.7. Ensure a systematic process of collecting and archiving reports, records, documents, policies, regulations, performance indicators, researches and any evidence related to QA activities at PSU.

### **Goal 3: Oversee quality Compliance and requirements for International and National Accreditation**

3.1. Develop a general framework of a strategic plan for quality, and other for academic and administrative accreditation

3.2. Monitor and ensure institutional compliance with national and international standards for institutional and program accreditation (PSU) in collaboration with EAAC.

### **Goal 4: Enhance Continuous Quality Improvement**

4.1. Establish scientific and professional relations between the university and other institutions of excellence in quality and academic accreditation application

4.2. Undertake QA related research, and coordinate with RTC to evaluate the achievement of the university's mission through research and in collaboration with CSI

4.3. Identify the expectations and requirements of satisfaction of all stakeholders (internal and external) and connected to all relevant units.

4.4. Report on quality improvement activities to the concerned academic and administrative units.

4.5. Recommend corrective actions to the concerned academic and administrative units based on the quality measures taken by them.

*"Quality is never an accident. It is always the result of intelligent effort." John Ruskin*

## Contact information

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