

The name of the document: ***Quality Policy***

Version: 2.

Approved by: Dean of the ZSEM

The quality policy of Zagreb School of Economics and Management defines the principles of the permanent process of ensuring and improving quality of teaching, scientific and professional activities, in accordance with its tradition and significance as well as European and national standards and guidelines of quality.

The approach to quality management is based on cooperation of all stakeholders with the aim of achieving satisfaction of beneficiaries and realization of strategic goals of School of Economics and Management.

Measures and activities of quality assurance are permanently being improved in accordance with internal and external procedures of assessment, self-evaluation and student and other surveys.

Zagreb School of Economics and Management is committed to achieving highest national and international norms and standards of quality in higher education and business by following modern trends in education and through professional and scientific activities in all of its program areas.

Zagreb School of Economics and Management ensures excellence and competitiveness on Croatian and European markets in accordance with requirements and principles of the Bologna process and the excellence criteria of the European area of higher education.

The quality policy represents a reference framework for creation, assessment, implementation and achieving goals of quality. Both employees and students of Zagreb School of Economics and Management are acquainted with the quality policy. The quality policy is continuously monitored and implemented within the system of the Quality Committee in accordance with the dynamics and needs of functioning and development of Zagreb School of Economics and Management.

The quality policy of Zagreb School of Economics and Management is based upon the ambition and efforts of ensuring personal and social prosperity of all stakeholders, especially students, teachers and other employees as well as business partners and collaborators, founders and community as a whole.

The Quality Committee is a system within the organizational structure of Zagreb School of Economics and Management. The system is regulated by normative acts of Zagreb School of Economics and Management, which prescribe procedures and activities enabling systematic assurance, implementation, quality improvement and management, in accordance with the criteria and methods prescribed by the Law on Quality Assurance in Science and Higher Education and the Statute of Zagreb School of Economics and Management.

The Board of Trustees of Zagreb School of Economics and Management is responsible for implementation of the quality policy in the strategy and procedures of internal quality assurance.

Zagreb School of Economics and Management recognizes students as primary, and their future employers as final, stakeholders of its system of quality and beneficiaries of its services, who continually assess the quality and express their satisfaction in regular surveys.

In Zagreb, April 25, 2019

Dean of the ZSEM

Đuro Njavro PhD