

# QUALITY POLICY

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In adapting to the European Higher Education Area (EHEA), Universities have had to develop formal policies and systems of internal quality assurance which are made publically available. The general framework is developed in the Standards and Guidelines for Quality Assurance ENQA (European Association for Quality Assurance in Higher Education).

One of the main objectives of these programs is to enhance student participation and increase the transparency and accessibility of information to the University's main stakeholders.

Through the promotion, both internally and externally, of quality assurance activities, ESADE has always demonstrated a strong commitment to establishing and consolidating a quality culture that involves its different stakeholders, and allows it to respond adequately to future challenges. One such example of how this institutional commitment is reflected can be seen in the fact that the school has been a pioneer in the field of Business Administration and Management in Spain, obtaining the three most prestigious international accreditations in this sector (EQUIS since 1998, AACSB since 2001 and AMBA since 1994 ). Furthermore, it has also participated from the outset in the various quality assurance programs sponsored by external agencies both on a national (ANECA ) and regional ( AQU Catalonia ) level.

## Quality Policy

Starting point:

- "ESADE's mission, values and educational approach" document
- Institutional strategy plan
- Educational quality and innovation policy of the URL

This policy reflects the commitment to quality that emerges from ESADE's mission: "To promote teaching and research in the areas of Management and Law, in order to contribute to the scientific, social and personal education of individuals who are characterized by a high level of professional competence and fully aware of their responsibility in the development of a society that promotes the dignity of individuals as part of humanistic and Christian traditions, and in a context of intercultural dialogue"

The main characteristics of the quality policy lie in that:

- It is based on responsibility, transparency, participation and continuous improvement.
- Quality and security are core values of institutional action.
- It covers all university programs, pertaining to the URL or ESADE, including Undergraduate, Master and PhD programs.
- The procedures provide a framework in which all stakeholders involved can examine, reflect upon and improve academic activities.
- Quality is not an isolated concept of organizational activities, but rather one that should be integrated into all of ESADE's planned, decision-based and operational processes.

The quality policy of training programs is based primarily on the Internal Quality Assurance System Manual, which defines the necessary processes to ensure quality in both the courses and services provided by ESADE, and their implementation. This manual must be made public and should be subject to constant review.

Objectives to guarantee:

- The enforcement and update of the SGIQ guidelines manual.
- The incorporation and enforcement of accreditation standards from recognized quality accreditation bodies.
- The incorporation and maintenance of standards and procedures required by university administration.
- The continuous improvement of training, knowledge creation and sharing and participation in the ESADE's social debate.
- The monitoring of stakeholders' satisfaction and participation according to their role and responsibility.