T.C.

RECTORATE OF FIRAT UNIVERSITY

DEAN OF FACULTY OF PHARMACY

QUALITY ASSURANCE SYSTEM PDCA CYCLE

In the management of the quality assurance system throughout our university and within our Faculty, the PDCA Cycle management system is implemented with determination in education, training, research, administrative and social contribution processes. Activities and internal audit are planned accordingly. An annual activity report is prepared at least once a year and internal audit is carried out.

As stipulated in the "Internal Audit Procedure" and implemented in the **KIDR** (quality assurance, education, research, management) processes, the areas open to improvement of the institution were clearly identified as a result of internal evaluation. Practices related to the identified areas open to improvement were monitored and an annual report and an internal audit report were prepared every year. These reports are indicators of the institution's self-improvement system and also guide the external evaluation of the institution. Our institution quality management processes established by its sub-units in parallel with our vision, mission and goals, as well as various internal and external evaluation practices on a unit basis. Internal audit and other quality-related agenda items discussed before audit at the management review meeting according to the "Boards and Management Review Procedure". Decisions are taken with justification and deadlines. External audit is performed by independent auditors. Nonconformities identified by external auditors are brought to the agenda at the management review meeting. In this way, new targets and road maps are determined, implemented and audited by ensuring that the organization achieves its goals within the framework of continuous improvement efforts within the scope of the PDCA cycle.

In order to improve the quality of services, it produces and provides services to internal and external stakeholders by applying various quality management and assurance approaches such as the Turkish Higher Education Qualifications Framework (TYYÇ), Bologna Process in all units and EFQM Model and Accreditation Standards within the scope of Total Quality Management in some units. In-service training meetings and surveys are conducted for this purpose. The leaders of the institution (Heads of Departments and Heads of Divisions) implement the practices determined in line with the strategic plan in order to ensure unity of purpose with the academic staff and administrative staff in line with the goals and objectives of the institution. For this purpose, in-house meetings and satisfaction surveys are conducted for academic and administrative staff. In addition, the Corporate Culture analysis, which constitutes the order of common value judgments and beliefs that provide norms about the individual's behavior within the organization, is also carried out.

In this way, the university's planning and management approach to continuous improvement is supported by a "PDCA" cycle appropriate to the academy. These principles are applied in a cyclical process consisting of the following:

1. Planning: Setting a new strategic direction or planning based on an internal and/or external assessment, re-planning for a significant improvement in current practices

2. Implementation: Implementing the plan and monitoring the results according to pre-agreed criteria,

3. Control: Measuring performance and analyzing it against targets,

4. Measure: Make necessary improvements based on the results of the assessment and protect areas with good practices that were found to be working well during implementation.

QUALITY ASSURANCE SYSTEM

GENERAL PDCA CYCLE

PLANNING*

YÖK, University Administration (Rectorate, Senate, University, Faculty Board of Directors and Dean's Office), Public Personnel Law, Higher Education Law, Associate, Undergraduate and Graduate Education Legislation, Institution and Unit Quality Coordinatorship, Department of Strategy Development, Institution and Unit Quality and Accreditation Commissions, Bologna Coordinatorship, Accredited Units and All Related Units

Strategic Action Plan in accordance with the Vision, Mission and Goals of our institution within the scope of YÖK Legislation and Quality Assurance Directive of our University, Annual Performance Program, updating of Teaching Plans and courses, domestic and international education protocol studies, Bologna Studies, proposals of Departments and Divisions, Norm Staff, Staff Needs Analysis and Stakeholder Surveys, academic calendar, planning the course and exam program in the required format, standards and times together with the principles of corporate governance, determining appropriate road maps for our goals and quality assurance processes and updating these plans when necessary by the Faculty Dean's Office is committed.

APPLICATION *

Institutional Management (Rectorate and Dean's Office) and All Units, Internal and External Stakeholders, Institutional and Unit Quality and Accreditation Commissions and Coordinatorships, Department Heads, Program Advisors, Academic and Administrative Staff

In the light of the above information, Strategic Action Plans in accordance with the Vision, Mission and Goals of our University within the scope of Public Service Standards and Inventory and Quality Assurance Directive of our University, Annual Reports, Internal Audit Reports, External Audit Reports, Satisfaction Surveys, Corporate Culture and SWOT Analysis, PDCA Cycle Practices, Annual Performance Criteria KIDR and Performance Program and Other Stakeholder Surveys is committed by our Dean's Office to ensure that all necessary actions are taken by determining new goals and taking all necessary actions by achieving the goals of the institution by implementing and analyzing them at the time required to be realized according to the legislation.

CONTROL*

Institution Management (Rectorate and Dean's Office) Institution Quality Coordinatorship, Strategy Development Department, Audit Unit Quality Coordinatorship, Unit Quality and Accreditation Commissions

Internal Control System Audits, Academic Staff, Administrative Staff and Student Satisfaction Surveys and External Stakeholder Satisfaction Surveys, Strategic Plan Monitoring and Evaluation, Annual Report, Internal Audit Report, External Audit Report, Financial Status and Expectations Report, Investment Monitoring and Evaluation Report, Academic Status Report within the Scope of Norm Cadre preparation within the scope of control processes is undertaken by our dean's office.

* PRECAUTION *

Institutional Management (Rectorate and Dean's Office), General Secretariat, Faculty Secretary, RIMER (Rectorate Communication Center), Academic Advisor, Head of Department, Head of US, Unit Student Affairs, Department of Student Affairs, Department of Information Technologies, Department of Library and Documentation, Department of Health, Culture and Sports, Psychological Counseling and Guidance Unit, Barrier-Free ÇOMU Unit, Student Life Career and Alumni Relations Coordinatorship, Student Scholarship and Housing Coordinatorship, Institution and Unit Quality Coordinatorships, Project Coordination Center Coordinatorship, BAP Unit, SEM, UZEM and Other Research Centers, Department of Personnel, Department of Strategy Development, Department of Construction Works, Internal Audit Unit, Unit Quality and Accreditation Commissions, Application and Research Hospital, Faculty of Dentistry, ÖTK Presidency and Student Community Academic Advisor

All necessary Activity and Audit Reports are submitted and evaluated, and it is committed by our Rectorate and Dean's Office to carry out the processes of taking precautions, improvement and monitoring after the audit in accordance with the legislation.

DEAN OF FACULTY OF PHARMACY

QUALITY ASSURANCE SYSTEM

PDCA CYCLE IN EDUCATION AND TRAINING PROCESS

*   **PLANNING** *

Basic Sources: YÖK, Senate Decisions, University and Faculty Administrative Board Decisions, Higher Education Law, Associate, Undergraduate and Graduate Education Regulations, Student Affairs, Student Information System, Bologna Coordinatorship, Quality Coordinatorship
Analyzes Related to the Education and Training Process: Physical resources and technological infrastructure, academic and administrative staff satisfaction analysis and student satisfaction, Alumni, External Stakeholder Analysis
In the Education and Training Process: SWOT Analysis, Strengths and Weaknesses, Opportunities and Threats, PDCA Studies
Process Related Evaluation Surveys: Student, Academic and Administrative Staff, Course Evaluation, Alumni, External Stakeholder Surveys

*   **APPLICATION** *

Process Performance Program: Domestic and international education protocol studies, Education and Examination Regulations, Student Affairs, Academics, Academic Calendar, Course Plans and Programs, Examination Plans and Programs, Internship Directive and Internship Practices, Bologna Information Package, Alumni Relations Coordinatorship
Process Related Performance Targets and Activities
Performance Indicators of the Process and Responsible Units: All Academic Units, Foreign Languages Coordinatorship, Dean's Office, Foreign Relations Unit Coordinatorship, Student Affairs, Personnel, IT, Library Documentation, Departments, FÜSEM, FÜZEM **Process Related Budget:** Department of Strategy Development

*   **CONTROL** *

Monitoring Measurement and Evaluation: Rector, Dean/Director, Department/Division Heads, Student Affairs, Unit Quality Internal Auditors, Program Qualifications, Academic Unit Activity Reports, Internal and External Stakeholder Surveys Evaluation
Reporting Academic Activity Report

*   **PRECAUTION** *

Areas Open for Improvement and Suggestions: Changing the course or teaching plan, changing the instructor of the course, changing the head of the department, changing the head of the department, changing the academic advisor, requesting new instructors within the scope of norm staff and within the need, establishing new departments or departments, in-service training, academic calendar, course and exam schedule, administrative staff rotation, internship and student information system, library information system, scholarship request, support for an accessible barrier-free university, academic development and career planning support, psychological counseling and guidance service, rectorate communication center, 24/7 distance education support service, health support, event support requests, project support services, library support services, services for sports activities within the facilities of the unit and our university, etc.

Related Units: Institution Management (Rectorate and Dean's Office), General Secretariat, Faculty Secretary, Academic Advisor, Head of Department, Head of US, Unit Student Affairs, Student Affairs Department, IT Department, Library and Documentation Department , Health, Culture and Sports Department, Disability Research and Application Center, Career Center Coordinatorship, Institution and Unit Quality Coordinatorships, Fırat Technopark, BAP Unit, FÜSEM, FÜZEM and Other Research Centers, Department of Personnel, Department of Strategy Development, Department of Construction Affairs, Internal Audit Unit, Unit Quality and Accreditation Commissions, Application and Research Hospital, Faculty of Dentistry, ÖTK Presidency and Student Community Academic Consultancy

Realization: University Executive Board, Senate, Rectorate, Faculty Dean's Office and Faculty Executive Board and/or Academic Board Decisions After the necessary official applications are made by the students, all investigations are carried out and action is taken with a student-oriented solution approach within the legislation. In addition, activity and audit reports are submitted and evaluated periodically on the relevant subject or subjects, and it is committed by our Rectorate and Dean's Office to carry out and implement the Prevention, Improvement and Monitoring Processes after the audit in accordance with the legislation.

THE PDCA CYCLE IN RESEARCH AND DEVELOPMENT

*   **PLANNING***

Basic Sources: Law on Higher Education, Law No. 5746 on Supporting Research and Development Activities, Higher Education Institutions Scientific Research and Publication Ethics Directive, Development Plans, Research Strategies, Strategic Performance, YÖK priority areas, incentives, mission differentiation

Analyses Related to Research and Development Process: Human resources, physical resources and technological infrastructure, academic staff and student satisfaction analysis and External Stakeholder Analysis

In the Research and Development Process: SWOT Analysis, Strengths and Weaknesses, Opportunities and Threats

Process Evaluation Surveys: Student, Academic Staff, External Stakeholder Satisfaction Surveys

*   **APPLICATION ***

Process Performance Program: Scientific Research and Development Plans and Programs, BAP, TEKNOPARK, TTO, Project Coordination Center, Graduate and Doctorate Education Incentives

Process Related Performance Targets and Activities: Community Service, Scientific Projects, Student Career and Executive Development

Performance Indicators of the Process and Responsible Units: All Academic Units, Institutes, Department of Library and Documentation, BAP Coordination Unit,

Process Related Budget: Department of Strategy Development

*   **CONTROL ***

Monitoring, Measurement and Evaluation: Rectorate, Dean's Office, TTO, TEKNOPARK, BAP, Project Coordination Center, Institutes, Health and Culture Department, Press and Public Relations

Reporting: Social Responsibility Project Reports, Scientific Research Project Reports, Scientific Publications, Scientific Study University Industry Cooperation

*   **PRECAUTION ***

Areas for Improvement and Suggestions
Realization: University Board of Directors, Senate and Health and Culture Department Decisions, TTO, TEKNOPARK, BAP, Project Coordination Center, Improvement of R&D Resources, University-industry cooperation, Research Strategies Coordination Board, Domestic and international strategic agreements

DEAN OF FACULTY OF PHARMACY

QUALITY ASSURANCE SYSTEM

THE PDCA CYCLE IN SOCIAL CONTRIBUTION

*   **PLANNING***

Basic Sources: Constitution, Higher Education Quality Assurance Regulation
Analysis of the Social Contribution Process: Human resources, physical resources and technological analysis and Stakeholder Analysis
In the Social Contribution Process: Strengths and Weaknesses, Opportunities and Threats
Strategic Goals and Objectives of the Process
Process Related Evaluation Surveys: External Stakeholder Satisfaction Surveys

*   **APPLICATION ***

Process Performance Program
Process Related Performance Targets and Activities
Process Performance Indicators and Responsible Units: Department Health and Culture, Press and Public Relations
Process Related Budget: Department of Strategy Development

*   **CONTROL ***

Monitoring, Measurement and Evaluation: Rector, Department Health and Culture, Press and Public Relations
Reporting: Social Responsibility Project Reports

*   **PRECAUTION ***

Areas for Improvement and Suggestions
Realization: University Executive Board, Senate, Project Coordination Center, Faculty Executive Board, Dean's Office, Health and Culture Department Decisions

PDCA CYCLE IN THE MANAGEMENT SYSTEM PROCESS

*   **PLANNING***

Analysis

Legislation Analysis: Constitution, Higher Education Law, Public and Financial Management and Control Law, Republic of Turkey Ministry of Development 10th and 11th Development Plans, Strategic Plan, Mission and vision, Performance program (activities), Internal Control Compliance Action Plan, Regulations, directives and principles
PESTLE Analysis: Economic, Political, Social, Science and Technology, Legal and Ecological factors
Internal Analysis: Evaluation of products and services related to the fields of activity, human resources, physical resources and technological infrastructure, financial resources, employee satisfaction and corporate culture analyses
External Analysis: National and International Competitor Analysis, Student Satisfaction Analysis, Alumni Analysis, Patient Satisfaction Analysis, Supplier Satisfaction Analysis, Institutional External Stakeholders Analysis
SWOT Analysis: SWOT Strengths and Weaknesses, Opportunities and Threats

Design

Corporate Values: Mission, Vision and Core Values
Strategies: Strategic Goals and Objectives
Evaluation Surveys: Student, Academic and Administrative Staff, Alumni, Patient, Supplier, Stakeholder Satisfaction Surveys

*   **APPLICATION ***

Performance Program Senior Management
Performance Targets and Activities Implementation of Plans and Programs, Unit Annual Report, Administrative Annual Report, Corporate Financial Status Expectations Report, Investment Evaluation Report, Strategic Plan Monitoring and Evaluation Report
Responsible Units with Performance Indicators: All Academic Units, Institutes, Foreign Languages Coordinatorship, Dean's Office Coordinatorship, BAP Coordinatorship, Revolving Fund Management Directorate, Research and Application Hospital Chief Physician, Strategy Development, Student Affairs, Personnel, IT, Health Culture, Library Documentation, Building Works Technical Departments, Continuing Education Center Directorate, Project Coordination Center
Costing: Department of Strategy Development

*   **CONTROL ***

Monitoring: Strategy Development Department
Measurement and Evaluation: Department of Strategy Development, Internal Audit Unit
Reporting: Situation Analysis Report, Institution Internal Evaluation Report, Internal Control System Evaluation Report, Administrative Activity Report, Investment Program Monitoring and Evaluation Report, Corporate Financial Status and Expectations Report

*   **PRECAUTION ***

Areas for Improvement: Recommendations, Internal Control, Risk Assessment, Senior Management
Realization: University Board of Directors and Senate Decisions, Audit Unit B. (Monitoring and sharing findings with senior management and the Ministry of Finance)