

# Jan H Jansen

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The Netherlands**

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# Resume / CV Jan H Jansen (1955)

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- **State Exam Economics & Statistics (1977)**
    - Qualification for lecturing at HBO / University of Applied Sciences
  - **State Exam Qualified teacher (1978)**
    - Qualification for lecturing at HBO / University of Applied Sciences
  - **Teacher economics secondary school (1978 - 1985)**
  - **Senior lecturer HAN University of Applied Sciences (1985 - Now)**
    - Economics, Finance, MAC, BSC, IFC
    - Curriculum development BBA Logistics
    - Supervisor Thesis Master International Business
    - Double degree projects
    - Chair of the Exam Board
    - **Researcher (Chair of Logistics & Alliances)**
    - **Programme Director Bachelor of Engineering**
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## Your questions (1)

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- **Welche Schwierigkeiten zeigen sich in der Umsetzung von Bologna, müssen Zielsetzungen modifiziert werden?**
  - **No real problems at Universities of Applied Sciences, some resistance at some of the Universities**
  - **Please remember Holland is a small country, like a German Federal State**
  - **We all think in:**
    - **Bachelor**
    - **Master**
    - **Phd / Doctor**



## Dutch Dual System of Higher Education

	<b>Universities Of Applied Sciences</b>	<b>Universities</b>
<b>Bachelor</b>	<b>4 years (240 ECTS)</b> • $\frac{1}{2}$ year Placement • $\frac{1}{2}$ year Graduation project	<b>3 years</b> <b>BA or BSc</b>
<b>Master</b>	<b>1 (1/2) year (60 / 90 ECTS)</b>	<b>1 year</b> <b>(2 years)</b> <b>MA or MSc</b>
<b>Phd / Doctor</b>		<b>4 years</b> <b>(or more)</b>



## Your questions (2)

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- **Schafft Bologna tatsächlich Vereinheitlichung und objektive Vergleichbarkeit?**
  - **The Dutch system is now in a way:**
    - **Transparent**
    - **Stable**
    - **International**
      - Old titels: Dr, Mr, Drs, Ir, Ing, HBO, HEAO etc
      - New titels, Phd / Dr, MSc, MA, MBA, BSc, BA, BBA
    - **Dual system of higher education is not clear for:**
      - Universities outside the Netherlands,
      - (International & Dutch) companies



## Your questions (3)

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- **Welche Schwierigkeiten zeigen sich in der Umsetzung von Bologna, müssen Zielsetzungen modifiziert werden?**
  - Not really a topic in the system of higher education in the Netherlands
  - Some (minor) resistance in Universities



## Your questions (4)

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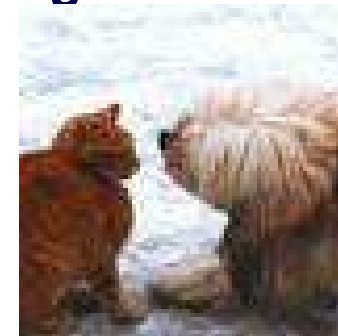
- **Schafft Bologna tatsächlich Vereinheitlichung und objektive Vergleichbarkeit?**
  - **Humble opinion:**
    - **I think it makes the academic world more transparent in Europe**
      - **Structure: Bachelor / Master / Phd**
      - **ECTS credits (30 per semester)**
    - **Especially into France and Germany (from the Dutch perspective)**
    - **What is objective?**
      - **Ranking US Universities and Business Schools**
      - **Performance alumni on the labour market**
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## Your questions (5)

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- **Welche Probleme existieren bei der Anerkennung von im Ausland erbrachten Leistungen?**
  - **ECTS & BaMA structure make recognition more easy**
  - **COE-tool (Competence Obtained Earlier) tool**
  - **Practical answer:**
    - **It takes two (or more) to tango!**
    - **When 2 dogs meet ...**  
**(not with a cat!)**







## Your questions (5)

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- **Wie beeinflusst Bologna die Mobilität von Studierenden?**
  - **BaMa structure and ECTS credits make it more easier to recognise results from abroad**
  - **What is the ,*quality*‘ of the university abroad?**
    - **Look into each others kitchens**
      - Staff exchange (story of the dogs)
    - **External Accreditation**
      - NVAO
    - **Audit visits from the partner universities**
  - **In general more and more mobility of students!**
    - ***It is the experience that counts!***



## Your questions (6)

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- **Praxisbeispiel: Einführung EFQM an der Uni Arnhem, Möglichkeiten und Grenzen**
  - HAN uses EFQM as quality standard (some programmes have additional ISO certification)
  - EFQM fits very well into the NVAO formats / standards
  - NVAO
    - Dutch Flemish Accreditation Organisation



## NVAO ([www.nvao.net](http://www.nvao.net))

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The standards used in accreditation procedures are organised into six themes:

1. Aims and objectives
2. Curriculum
3. Staff
4. Facilities
5. Internal quality assurance
6. Conditions for continuity



## **INTERNAL QUALITY ASSURANCE SYSTEM (NVAO)**

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- **PERIODICAL EVALUATIONS**

- The curriculum is periodically evaluated in the light of verifiable objectives and

- **MEASURES FOR IMPROVEMENT**

- The outcomes of the evaluation form the basis of verifiable measures for improvement that contribute to the achievement of the objectives.

- **INVOLVEMENT OF STAFF, STUDENTS, ALUMNI AND THE PROFESSIONAL FIELD**

- Staff, students, alumni and the relevant professional field will be actively involved in the internal quality assurance system

Source: Page 6 | NVAO Accreditation Framework (The Netherlands) | 14 February 2003

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## NVAO & EFQM

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**NVAO has developed a system for quality assurance that:**

- **allows an integrated approach of the organisation and its working processes by applying the nine criteria of the EFQM-model,**
  - **allows frequent evaluation of the results and a structured plan for improvement (by following the Plan-Do-Check-Act cycle),**
  - **is transparent, simple and non-bureaucratic through the application of a limited number of instruments),**
  - **provides the basis for an external (international) evaluation by the adoption of international standards in the development of the internal quality assurance system,**
  - **stimulates involvement of all staff members, and in addition,**
  - **guarantees involvement of all stakeholders by means of an open dialogue with these stakeholders.**
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## Your questions (7)

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- **Wie verbreitet ist das EFQM an niederländischen Hochschulen?**



## Quality definitions

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- **The degree to which a set of inherent characteristics fulfils requirements (ISO)**
  - **Quality is meeting customer expectations**
  - **All those planned and systemic actions required to provide adequate confidence that a product or service will satisfy given requirements**
  - **Quality is neither mind nor matter, but a third entity independent of the two, even though Quality cannot be defined, you know what it is (Pirsig)**
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# Elements of quality system

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- I. **Consumer requirements**
- II. **Product quality level**
- III. **Quality process**
- IV. **Work Instructions**
- V. **Quality procedures**
- VI. **Quality policy**





# Quality jargon

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- **Inspection**
    - Activities such as measuring, examining, testing, gauging one or more characteristics of a product or service and comparing these with specified requirements to determine conformity
  - **Control**
    - That part of quality management focused on fulfilling quality requirements (ISO)
  - **Assurance**
    - That part of quality management focused on providing confidence that quality requirements are fulfilled (ISO)
  - **Improvement**
  - **Indicators**
  - **System**
  - **Management**
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# Stages of Quality - Hierarchy





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**Quality System**

**Quality Assurance**

**Quality Control**



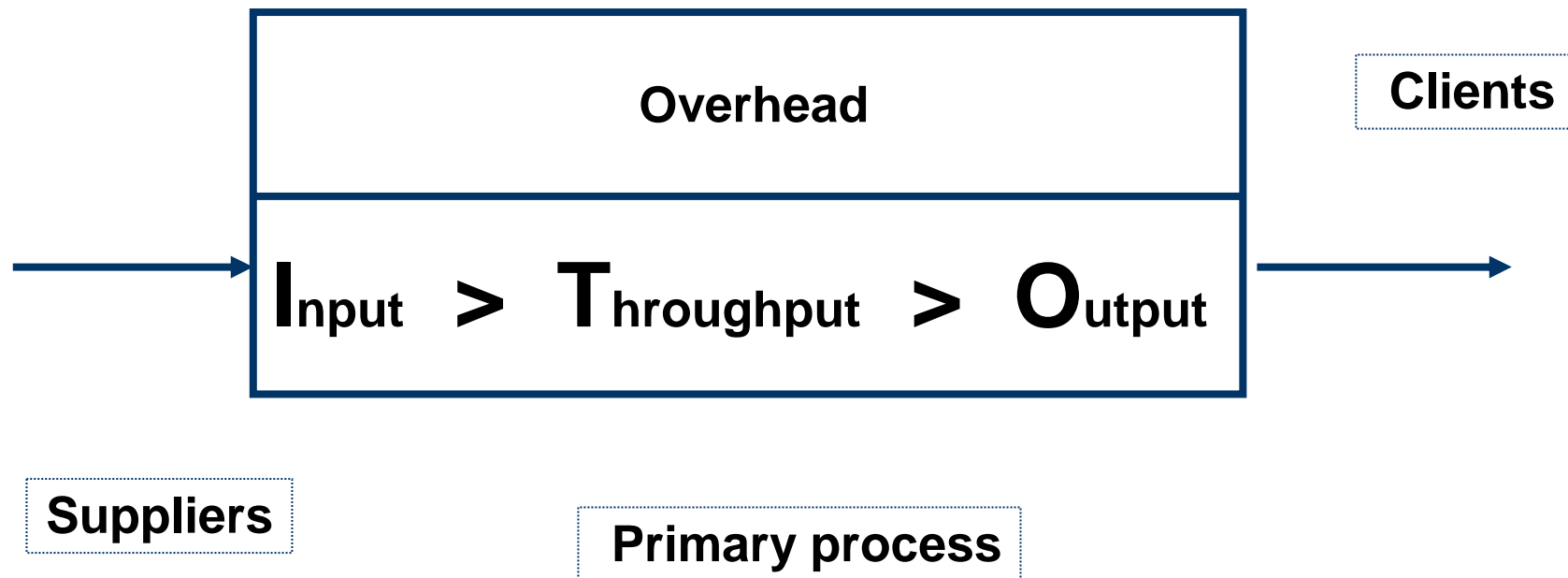
# Deming Circle: PDCA

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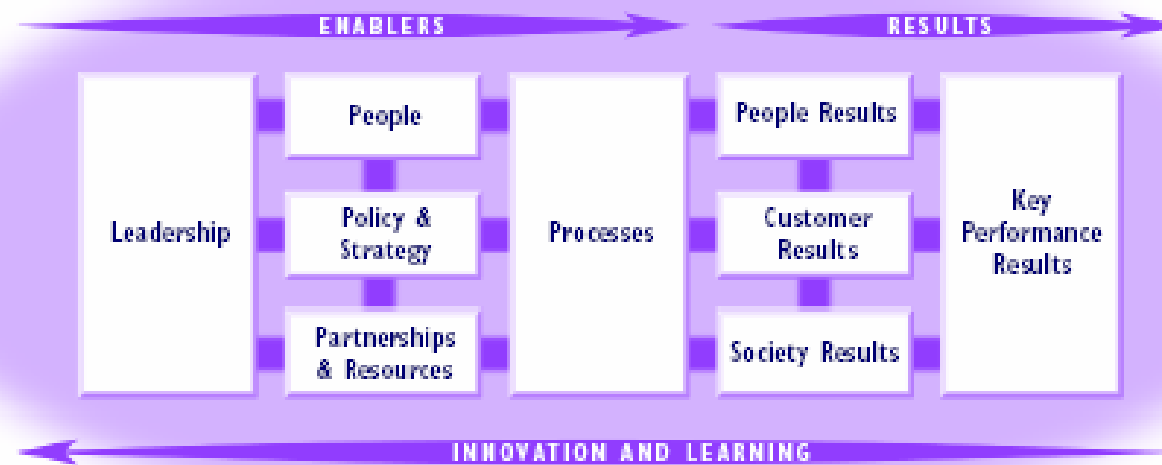
# ISO Process Model: Value Chain & Supply Chain

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# EFQM



© 1999 - 2005 EFQM

Source: [www.efqm.org](http://www.efqm.org)



## **EFQM: Eight Fundamental Concepts**

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- ***Results Orientation***
- ***Customer Focus***
- ***Leadership & Constancy of Purpose***
- ***Management by Processes & Facts***
- ***People Development & Involvement***
- ***Continuous Learning, Improvements & Innovations***
- ***Partnership Development***
- ***Corporate Social Responsibility***

Source: [www.efqm.org](http://www.efqm.org)

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## **EFQM stages (in an organisation)**

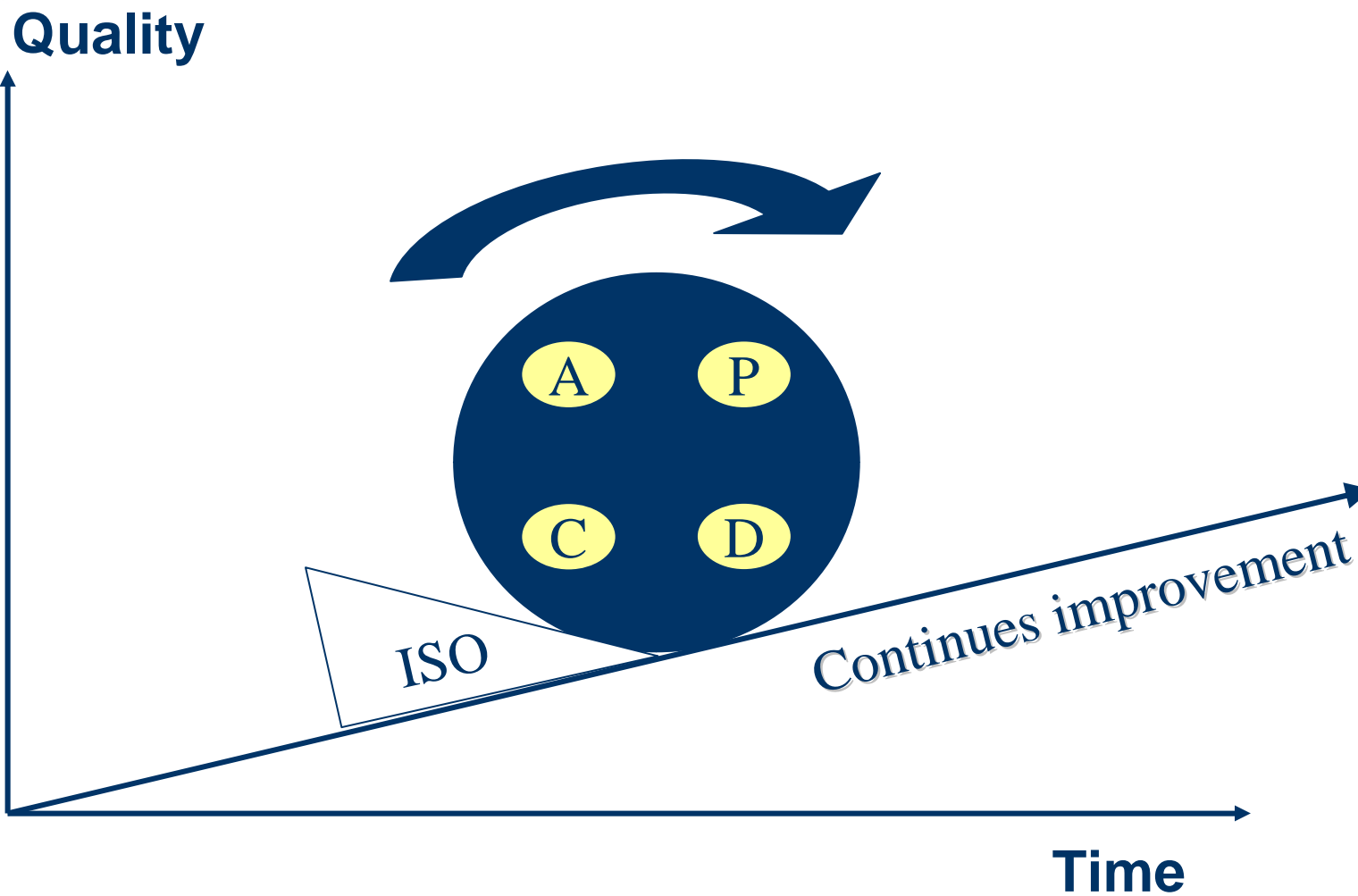
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- 1. Focussed on Activities**
- 2. Process oriented**
- 3. Chain oriented**
- 4. Excellence & Transformation**





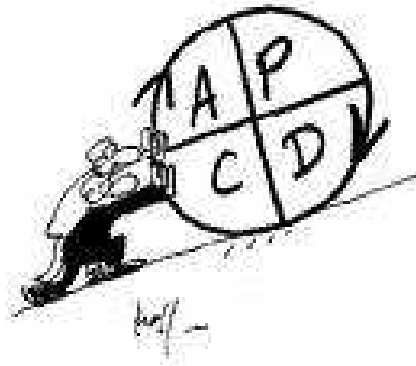
# Quality Assurance: Secure / Lock Quality





# PDCA & continuous quality improvement (Kaizen)

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**How to secure /  
lock quality: Quality  
Assurance!**



# PDCA & Learning

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