

TRANSPORT AND TELECOMMUNICATION INSTITUTE

APPROVED
by order of the
Chairwomen of the Board
I.Jackiv of 29 April 2021

QUALITY HANDBOOK D-QM v.5.

0. DOCUMENT STATUS

0.1. The Quality Handbook is the main document of the quality management system of the Joint Stock Company "Transport and Telecommunication Institute" (hereinafter - TSI).

0.2. The Quality Handbook approved by the Chairwoman of the Management Board (the requisite of approval is on the title page) and having the number of the current version (the version number is placed on the title page and in the headers and footers of the document) is relevant.

0.3. The number of the current version of the Quality Handbook is determined in the TSI register of regulatory documents (System of regulatory documents, in LOTOS)

0.4. The information entered in the Quality Handbook is current as of the date this version is approved. Changes in the Quality Handbook are carried out by approving a new version. Changes made to the latest version are indicated by notes in the text.

1. THE VISION FOR THE FUTURE OF THE TSI

1.1. Strategic Goals (from TSI Development Strategy 2020-2025)

OUR VISION

To be the leading private technical university in the Baltic Sea region

OUR MISSION

To create and disseminate knowledge and achieve positive changes in society and the wider Baltic Sea region

OUR VALUES

Ambitions

Excellence

Justice

Social and environmental responsibility

Openness

STRATEGIC OBJECTIVES

This strategy is designed to make TSI a modern international technical university with a competitive higher education curriculum, a research and innovation agenda, and professional development opportunities that meet the needs of all our target groups - students, employees, partners, our society and the needs of the region. The strategy is based on our achievements and 100 years of historical heritage. It is designed to improve students' lives, provide support to companies and create positive changes in Latvia.

STRATEGY FOR INTERNATIONAL INVOLVEMENT

TSI by origins is international, and since the establishment of the Institute in 1919, it has been influenced by development processes in the wider region. The international nature of TSI is reflected in the diverse nationalities of our students, the alumni community, international partnerships and cross-border research projects.

Our commitment is to build the university's reputation around the world through strong university partnerships and alliances, to act as a driving force in international projects that benefit Latvia and our students, and to be the leading Latvian private technical HEI in the Baltic Sea region.

EDUCATION STRATEGY: TEACHING AND LEARNING

We have a strong team of lecturers and researchers, we have prepared successful high-graduate graduates. Our students have access to excellently equipped laboratories and teaching resources, which are among the best in Latvia. We believe that teaching should be based on research so that the education we provide is always relevant, and we believe that every employee of the university will play an important role in providing our students with the best educational experience.

Our goal is to provide advanced, internationally recognized research services based on research and partnerships, based on our acquired reputation and historical heritage. The educational services we offer will reflect TSI's DNS profile - specialization and leadership in computer science, transport, logistics and aviation, offering study programs in a flexible format in English to attract a

wider international audience. Our graduates will be ready to overcome the challenges of the 4th Industrial Revolution.

EDUCATIONAL STRATEGY: STUDENT EXPERIENCE

We have a strong team of lecturers and researchers, we have prepared successful high-graduate graduates. Our students have access to excellently equipped laboratories and teaching resources, which are among the best in Latvia. We believe that teaching should be based on research so that the education we provide is always relevant, and we believe that every employee will play an important role in providing our students with the best educational experience.

Each of our activities will contribute to the quality of the student experience. The HEI will admit highly motivated local and foreign students; we will provide students with support services based on care and responsiveness. Support services will also meet the needs of international students. Students will enjoy the benefits of the high quality learning and social infrastructure offered by TSI. We will support students in achieving their goals.

RESEARCH AND KNOWLEDGE TRANSFER

As we continue to develop our institute's research culture, we will align it with the approach to teaching, learning and assessment of results. Research will contribute to the curriculum and teaching methodology, as well as offer opportunities for our students - in both bachelor and master's programmes - to get involved in the research activities of our HEI and to cooperate with our researchers. TSI's research activities will be decisive in preparing graduates who will meet the requirements of economic sectors and the changes brought about by the 4th Industrial Revolution in the operation of companies, business organization and public life.

STRATEGY FOR BUSINESS AND PUBLIC INVOLVEMENT

We already play an important role in the Latvian economy, and we have established a wide range of contacts with more than 300 partner companies in the region. We intend to continue to be an important institution in promoting the success and development of Latvian business and the economy of the Baltic Sea region.

We will strengthen partnerships with employers in the region so that the work of university lecturers and the offered study programs are based on the needs of our partner companies and provide high-quality internship opportunities for TSI students. We will work with companies to implement work-based study programmes and develop teaching and learning models that benefit students, employers and TSI. We will help companies understand and prepare for the challenges of the 4th Industrial Revolution.

OUR STAFF

Our employees are our core value and a guarantor of competitiveness. We have a reliable and talented team of faculty and administrative staff. Our staff will play a key role in implementing this transformation plan. TSI's Staff Policy is focused on effective personnel development, employee involvement in achieving TSI's strategic and professional goals of each employee, developing skills, evaluating work achievements and promoting growth opportunities.

We will establish a culture of excellence in teaching, learning and research. This culture will be based on the continuous evaluation, improvement and innovation of existing practices. Our goal is to provide all employees with opportunities and support for development and excellence.

1.2. Quality policy

The Transport and Telecommunication Institute aims to take the leading position among Latvian higher education institutions by providing specialist education with higher education and doctoral degree in scientific research, consulting services, and professional development/ lifelong learning activities

The quality management policy of the Transport and Telecommunication Institute focuses on meeting the needs of its customers (education service users and corporate customers) at the level required by the economic development of the Republic of Latvia, dictated by the global higher education market, legislation and cooperation agreements.

Our quality objectives and targets are based on providing effective feedback to consumers, partners, and employees, and are focused on continually improving the quality of our performance.

Our scientific activity is at the core of defining and realizing all TSI development goals and activities.

Achieving quality objectives and ensuring the level of quality achieved is based on a quality management system that includes study and research work.

The development, implementation and maintenance of a quality management system that covers all the Institute's staff and activities are focused on the implementation of this policy. The Transport and Telecommunication Institute's staff are knowledgeable professionals in their field and make every effort to earn the Institute's deserved recognition and leadership in the global education services market. The senior management of the Institute takes a leading role in the implementation of this quality policy and is committed to providing its staff with the necessary support and resources.

TSI's quality policy has received support from all levels of management and aims to demonstrate that all services provided by the Institute meet customer requirements and exceed their expectations.

1.3. Principles of Quality Management

The successful management and administration of the Institute requires the systematic implementation of these activities. Strategic goals can be achieved by implementing and maintaining a management system that focuses on continuous performance improvement to meet the needs of all stakeholders.

The guiding principles for quality management in education services and training should be used by the Institute's management to improve its efficiency:

- *orientation towards consumers of educational services*

The institute needs to focus on the needs of its customer-education service users, so its staff and managers at all levels need to know and understand what is or will become relevant today, meet customer requirements and strive to exceed their expectations.

- *the role of senior management*

Senior managers should achieve coherence between the goals and directions of development of the Institute's quality management system for education services, and create an internal environment for corporate governance that allows the full involvement of all university staff in the process of achieving strategic goals.

- *employee involvement in management processes*

Implementing educational services and research objectives for staff engagement enables the Institute's management to fully utilize its staff capabilities to the benefit of both the Institute and its clients.

- *approach to management as a process*

Planned results should be achieved through effective methods where the appropriate types of educational activity and the tools, it require, are managed and managed as a process.

- *system approach to management*

Identify, understand, guide and manage educational processes as key determinants of the Institute's effectiveness and efficiency in achieving its strategic goals.

- *continuous improvement of the quality system*

The principle of continuous improvement of the quality management system of the Institute must be effectively implemented in order to continuously meet the demands of the clients receiving educational services at the institute.

- *evidence-based decision making*

Effective decision-making within the quality management system of education services requires the implementation of the principle of a legal basis for decision-making, based on an objective analysis of data and information, and excluding voluntarism and authoritarianism.

- *mutually beneficial customer relations*

In order to ensure the effectiveness of the Institute's quality service relationship with its external and internal clients, continuous monitoring of these processes with appropriate analysis and regular proposals to improve the system, which will enhance the ability of both parties to create new values in the field of educational services.

1.4.Guarantees for the implementation of the quality policy of TSI

Internal TSI Policy Assurance Realization includes:

- TSI quality management system design, implementation, maintenance and development in accordance with the requirements of the international standard ISO 9001: 2015;
- Effective functioning of the quality management system of education services, regular internal audit of the institute's quality management system;
- Continuous monitoring of all specialist training processes and analysis of potential deviations;
- Implementation of the principle of continuous improvement of the quality management system of education services and specialist training;
- Constant quality management, a set of documented procedures, work instructions, etc. updating according to the requirements of international standards;
- Regular certification of internal staff, student and teaching staff positions.

External guarantees of TSI policy implementation includes:

- Certification of the TSI Educational Services and Research Quality Management System according to the requirements of ISO 9001: 2015 and periodic monitoring provided by the well-known international certification organization TUV Rheinland;
- Regular internal audits of the TSI quality management system;
- Continuing renewal of licenses for educational activities;
- National and international accreditation of the Institute.

2. GENERAL CHARACTERISTICS OF HIGHER EDUCATION INSTITUTION

2.1. Status of Transport and Telecommunication Institute

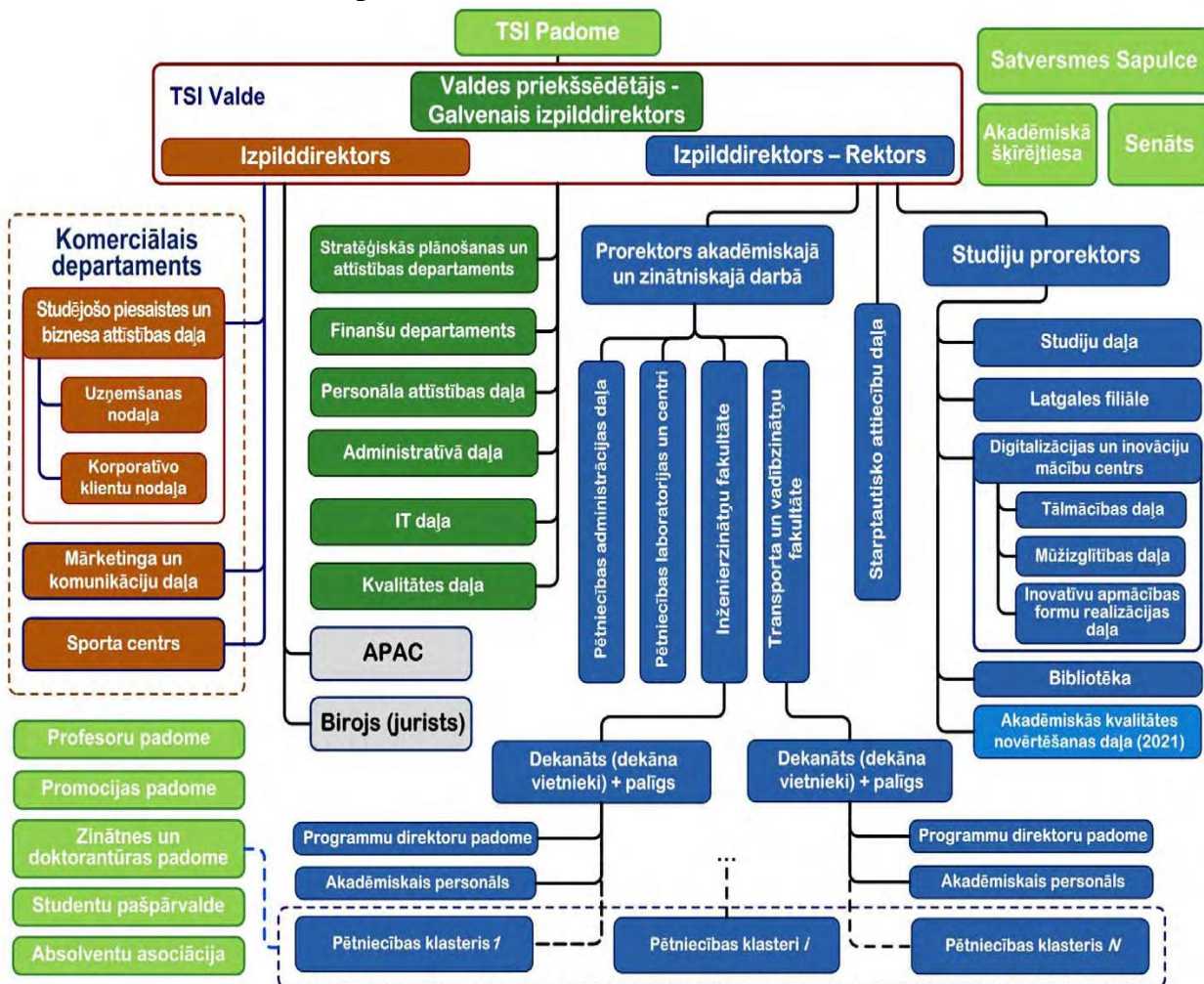
The Transport and Telecommunication Institute was established as a joint stock company on September 6, 1999 (Registration Certificate No. 000345890 of the Register of Enterprises of the Republic of Latvia). The Institute is the only non-governmental technical university type higher education institution in Latvia that has been accredited indefinitely and registered with the Ministry of Education and Science of the Republic of Latvia as a higher education institution (21.11.2001 registration certificate No. 3343801782).

The Constitution of the Institute was approved by the Cabinet of Ministers of the Republic of Latvia on April 23, 2003. (*order No.238, protocol No. 22*). Amendments to the TSI Constitution were approved by the Cabinet of Ministers of the Republic of Latvia on June 29, 2008 (*Order No. 444, Protocol No. 53*).

The Institute is accredited indefinitely by the Latvian State (Accreditation Certificate No.032 of 25.01.2002).

The Promotion Council has been established at the Institute with the right to award a doctoral degree (promotion) in the field of construction and transport engineering (Cabinet Regulation No. 1000 of 27.12.2005).

2.2. Structure of the Transport and Telecommunication Institute



2.3. Directions of activities of Transport and Telecommunication Institute

2.3.1. TSI's activities are carried out in the following areas:

- 1) Academic activities - activities for the provision of educational services TSI in accredited study areas.
- 2) Scientific activity - activities to implement the scientific activity of TSI staff.
- 3) Commercial activity - activity to promote educational, related and other products (services) of TSI to the markets.
- 4) Administrative activities - activities for the provision and development of the academic, scientific and commercial activities of TSI.

(New version. Approved on 29.04.2021)

2.4. Distribution of functions among managers

Directions of action. Functions		Responsible manager			
		Chairman of the Board	Rector	Vice-rector for academic and scientific work	Vice-Rector for Studies
General management	Development planning	R	S	S	S
	Analysis of achievements	R	S	S	S
	Financial planning	R	S	S	S
	Risk and change management	R	S	S	S
Academic activities	Study organization		R	S	S
	Assessment and analysis of academic quality		R	S	S
	Methodical work		S	R	S
	Development of study directions		R	S	S
Scientific activities	Scientific research works		R	S	S
	Organization of conferences			R	S
	Editorial and publishing works			R	
Commercial activities	Admission of students and listeners	R	S	S	S
	Cooperation with corporate clients	R	S	S	
	Marketing and communications	R	S	S	
	Organization of lifelong learning courses		R		S
Administrative activities	Human Resource Management	R	S	S	S
	Quality Management	R	S	S	S
	Infrastructure management	R	S		
	Information resource management	R	S	S	
	Financial resources management	R	S	S	S

Note. R – the manager responsible for the direction of action. S – the manager who participates in the implementation of the respective direction of action.

(New version. Approved on 29.04.2021)

2.4. Brief description of the Transport and Telecommunication Institute and its history

On September 6, year 1999 the joint stock company “Riga Aviation University” was registered. On October 6, year 1999 it was transformed into joint stock company “Transport and Telecommunication Institute”.

The Joint Stock Company was established on the basis of Riga Aviation University (RAU), which by the decision of the Cabinet of Ministers of the Republic of Latvia on August 12, 1999 was liquidated as a state-founded educational institution, which also determined the future functioning of the university. The history of RAU includes the following major stages of transformation:

- 24.05.1919. – Aviation School for aviation technicians – mechanics is opened in Kiev, Ukraina;
- 1921. – School moved to Petrograd;
- 1938. – The School was transformed into Leningrad Aviation Technical School;
- 1945. – The School moved to Riga;
- 1946. – The School renamed for the High School of Military Aviation Engineering;
- 1949. – Merged with Second Leningrad Higher Military Aviation Engineering School and renamed for Riga Higher Military Aviation Engineering School;
- 1960. - The School was transformed into the Riga Institute of Civil Aircraft Engineers;
- 1967. – The Institute receives the title of Riga Civil Aviation Engineers Institute;
- 1992. – Renamed for Riga Aviation University.

TSI received the registration certificate of the educational institution on November 21, 2001, the registration certificate Nr.3343801782.

On January 25, year 2002, TSI was accredited for an unlimited period, accreditation sheet no. 032.

2.5. Study directions and programmes implemented by TSI

The first 11 study programmes were licensed by the Transport and Telecommunication Institute on October 13, year 1999 in the Ministry of Education and Science of the Republic of Latvia. Currently 20 academic and professional study programmes are being implemented at TSI in 5 study directions.

TSI Study Programmes

Study programmes which are implemented in the study direction “Information Technology, Computer Engineering, Electronics, Telecommunications, Computer Control and Computer Science”:

- Second Level Professional Study Programme in Electronics, 42523. Licensed 13.10.1999, License No. 0438-16
- Bachelor's programme “Bachelor of Natural Sciences in Computer Science”, 43481. Licensed 13.10.1999, License No. 0438-6
- Bachelor's programme “Bachelor of Engineering in Electronics”, 43523. Licensed 13.10.1999, License No. 0438-8
- Bachelor's programme “Telecommunication Systems and Computer Networks”, 43523. Licensed 11.06.2007, License No. 0438-17
- Professional Bachelor's Degree Programme in Robotics, 42523. Licensed 21.11.2018, License No. 0438-24
- Master's study programme “Master of Natural Sciences in Computer Science”, 45481. Licensed 13.10.1999, License No. 0438-7
- Master's study programme “Information Systems Management”, 45526. Licensed 08.10.1999, License No. 0438-20
- Master's study programme “Master of Engineering Sciences in Electronics”, 45523. Licensed 13.10.1999, License No. 0438-9
- Doctoral Study Programme “Telematics and Logistics”, 515266. Licensed 04.12.2002, License No. 0438-5

Study programmes implemented in the study direction “Mechanics and Metalworking, Heat Engineering, Heat Engineering and Mechanical Engineering”:

- Bachelor's programme in Aviation Transport, 43525. Licensed 21.07.2011, License No. 0438-21
- Professional study programme “Aircraft Transport Technical Maintenance”, 41525. Licensed 16.07.2008, License No. 0438-19
- Bachelor study programme “Commercial Operation of Transport”, 43525. Licensed 06.09.2007, License No. 0438-18

Study programmes implemented in the study direction “Transport Services”:

- Professional Bachelor Study Programme “Business Management in Transport”, 42840. Licensed 13.10.1999, License No. 0438-15
- Professional Bachelor Study Programme “Transport and Business Logistics”, 42840. Licensed 13.10.1999, License No. 0438-14
- Master's programme “Master of Social Sciences in Transport and Logistics, 45840. Licensed 22.06.2012, License No. 0438-22

Study programmes implemented in the study direction “Management, Administration and Real Estate Management”:

- Bachelor study programme “Bachelor of Social Sciences in Management”, 43345. Licensed 13.10.1999, License No. 0438-12

- Master's study programme “Master of Social Sciences in Management Science”, 45345. Licensed 13.10.1999, License No. 0438-13
- Professional Master's Degree Programme in Aviation Management, 47345. Licensed 25.10.2017, License No. 0438-23
- Programmes implemented in the study direction “Economics”:
- Bachelor's study programme “Bachelor of Social Sciences in Economics”, 43310. Licensed 13.10.1999, License No. 0438-10
- Master's study programme “Master of Social Sciences in Economics”, 45310. Licensed 13.10.1999, License No. 0438-11

2.6. Staff and material resources of the Transport and Telecommunication Institute

2.6.1. Academic staff

The study process at TSI is provided by 50 elected members of academic positions, as well as guest lecturers and other staff representatives.

In general, the implementation of study programs at the University is ensured by the academic staff, 74.3% of which are doctoral or habilitated doctoral degrees.

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2.6.2. The Institution material-technical provision

The Institution uses a study block with a total area of 13,567.10 m², located at Lomonosova Street 1, for the study process. Currently, the TSI auditorium fund has 12 lecture halls, 10 computer classes, more than 20 classrooms for practical and laboratory classes. The area of the study and research premises is 9638 m² and the area of sports and recreation rooms is 2879 m².

Technical support

TSI provides the implementation of study programmes based on its material and technical base, as well as the use of training and production equipment of partner organizations and companies.

Several laboratories have been established at the university.

The Telecommunications, Electronics and Robotics Centre was established in 2013 within the IKAR project with ERAF financial support. The centre has 11 laboratories equipped with modern software and technical equipment, which is actively used in both academic and research work. Each laboratory is a complex of modern technical, software and methodological support, which allows conducting classes with students at the highest level. The following laboratories were established and equipped within the centre:

- Industrial Robot Laboratory
- Mobile Robot Laboratory
- Laboratory of Telecommunication and Electronic Optical Systems
- Industrial Automation Laboratory
- Electronics Laboratory
- Underground Radar Measurement Laboratory
- Physics and Electrical Equipment Laboratory
- Laboratory of Robotics and Student Research
- Design and Prototyping Laboratory
- Laboratory for Computer Modelling of Electronic Systems.

- Laboratory of digital processing of embedded computer systems and signals

Other laboratories:

- SimLab, Applied Software Systems Laboratory
- Laboratory of Image Processing, Biometrics and Automated Border Control Systems
- Multimedia Systems Laboratory
- Materials and Machine Mechanisms Modeling Laboratory (4M)
- Computer Network Technology Lab Cisco Academy
- DevLab, Software and Information Systems Development Laboratory
(*New version. Approved on 29.04.2021*)

Computer equipment

The IT infrastructure has its own data centre, which provides the necessary servers for the learning process, integrates internal networks and optical communication channels. For local area networks, the institution has a 1Gb / s CAT backbone network; the wireless network covers almost all campus premises (802.11 / b / g / n standards).

The institution has 475 computers connected to the Internet, of which 400 are used for study and scientific work, as well as more than 15 servers, which are connected in a single information system TSI Intranet. Approximately 100 different software packages are used in the study process, including: Matlab, Statistica, SPSS, GPSS World, AnyLogic, 3D Max, AutoDesc etc.

All faculties and major departments are equipped with scanners, photocopiers, presentation tools and other equipment necessary for the use of modern study and information technology. All administrative computers and computer classrooms are connected to the Internet
(*New version. Approved on 29.04.2021*)

The library

Main indicators of library statistics:

TSI Library

- Number of users - 1050
- Number of visits – 2254
- Number of remote visits - 263
- Number of visits to e-resources – 8985
- Total number of issues, with e-resources – 9151

The Library is registered in the Library Register of the Ministry of Culture of the Republic of Latvia under No. BLB1920 May 17, 2007.

The library's main location, Lomonosova Street 1, has two service points:

- Library Service and Research Collection Service;
- Electronic reading room.

The library facilities are in good technical and visual condition. The total floor space of the Library is 308 m². Of these, 117m² are available to users and 171m² to storage.

The library compiles a collection of information resources::

- The collection – 31 443 copies, from them:
 - books – 26 483 copies;

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- e-books– 2795 copies;
- periodicals. - 2165 copies.
- Subscribed databases:
 - Academic Complete (Company ProQuest e-Book Database)
 - Sciencedirect (Full-text database of scientific journals of Elsevier Company)

(New version. Approved on 29.04.2021)

3. QUALITY MANAGEMENT SYSTEM

3.1. Scope of the Quality Management System

TSI Quality Management System covers processes of higher education provision and scientific activities. Quality Management Systems activities ensures the quality of study process and results in all types of studies and in all programs of the Higer Education Institution, as well as the compliance of scientific research and other scientific activities with certain requirements.

3.2. Composition and indices of quality management processes

TSI the quality management system processes fall into three groups.

1. Educational service cycle processes:

- P11. Researching consumer demands and satisfaction
- P12. Development of educational services
- P13. Study process planning
- P14. Preparation of study subunits
- P15. Admission and registration of trainees
- P16. Implementation of the study programmes
- P17. Study certification
- P.18. Scientific activity.

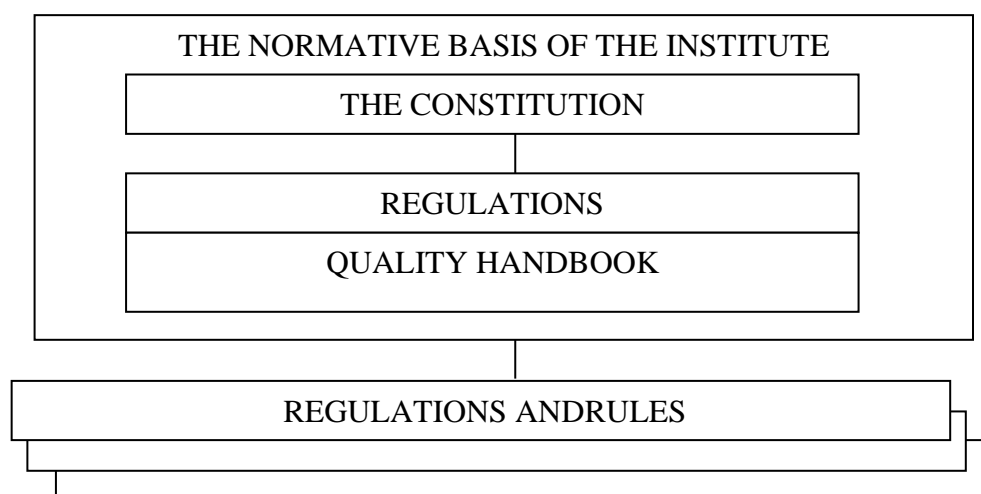
2. Human, material and information resource management processes:

- P21. Management of personnel qualification development
- P22. Managing the Information Resources Fund
- P23. Managing infrastructure and productive environment
- P24. Document management
- P25. Record management

3. General management processes implemented by the Rectorate to ensure continuous improvement of quality and efficiency of the management system:

- P31. Data analysis on quality issues
- P32. Development planning
- P33. Internal quality audits
- P34. Corrective actions.

3.3. Structure of documentation of quality management system



3.4. List of quality management system documentation

Process (indices)	Title of the relevant guidance document
P11	Rules for surveys of students, graduates and employers
P12	Study directions and study programme management regulations. Study course management regulations. Regulations on teaching methodological work.
P13	Study regulations. Rules of study procedure. Doctoral Regulations
P14	Regulations on the Department. Procedure for inviting foreign professors for their short-term academic-scientific work at TSI.
P15	Admission Rules
P16	Rules of study procedure. Regulations of Internship. Regulations on the Organization of Distance Learning Studies.
P17	Final Examination Rules. Regulations on the award of an academic degree and professional qualifications.
P18	Quality Handbook of Scientific Activity. Regulations on the Procedure and Criteria for Awarding a Doctor of Science Degree (promotions).
P21	Staff job descriptions. Regulations on the certification of the academic staff. Regulations on the selection of the academic staff by competition. Regulations on the Training of Higher Scientific Qualification Specialists (Doctor of Science). Regulations on the appointment of research workers, who is carrying out scientific research activities, in academic positions.
P22	Regulations of Library
P23	Internal Rules. Safety instructions.
P24	Record keeping instructions
P25	Record keeping instructions
P31	Study Directions and Study Programmes Managements Regulations. Regulations on Study Directions Councils. Statute on the Senate. Regulations on Standing Commissions of the Senate. Regulations on the Faculty.
P32	TSI Development Strategy 2020 -2025. Planning regulations.
P33	Quality Handbook, 3.5.p.
P34	Quality Handbook, 3.6.p.

3.5. Internal Quality Audits

Procedures for conducting internal quality audits:

Explanations	Form of notes
<p>1. Decision about the audit: By decision of the Board or by order of the Chairman of the Board. The decision on the extraordinary audit should include details of the terms of the audit, the departments to be audited, the objectives of the audit (processes to be audited) and the appointment of the lead auditor.</p>	<p>Annual plan of internal audits; Order of the Chairman of the Board</p>

Explanations	Form of notes
2. In coordinating the audit programme, the terms for the audit may, at the initiative of the managers of the departments being audited, be deferred where appropriate.	Audit programme
3. In preparation for the audit, the lead auditor distributes the tasks among the members of the audit team (where such a team has been established). The auditors examine the governing documents governing the work of the departments to be audited and formulate a list of questions. These questions are formulated on checklists. The auditors should be familiar with the procedures for conducting quality audits and the rules for completing checklists in qualification development courses.	Records in checklists
4. Prior to the audit, the managers of the departments to be audited have to acquaint the staff with the auditors and ensure that the staffs cooperate with the auditors. The auditors must have access to the data relevant to the processes being audited. If there are any obstacles to the inspection, the auditor immediately reports it to the head of the department and, where appropriate, to the Chairman of the Management Board.	Records in checklists
5. The auditors discuss the non-compliance found with the personnel and the head of department. Discrepancies are recorded in the protocols. The corrective actions agreed with the managers of the departments are also included here.	Non-compliance protocols. Records in the Discrepancy Register (LOTUS)
6. After reconciling the identified non-conformities and planned corrective actions with the auditee the lead auditor summarises the work of the working group of auditors and submit it to the Chairman of the Board not later than one week after the end of the audit.	Audit report
7. The Chairman of the Management Board discusses the results of the audit with the lead auditor and (where appropriate) members of the Management Board and the managers of the sub-divisions inspected. Following the outcome of the discussions, the Chairman of the Management Board may make changes and additions to the composition and content of corrective actions. These decisions are from the Chairman of the Management Board 8. All documents relating to the audit are forwarded by the Chairman of the Management Board to the Quality Management System Manager.	Orders of the Chairman of the Board, protocols of Board meetings
9. The corrective action and its effectiveness are verified in accordance with the procedures for the implementation of the Non-compliance Register.	Records in the Discrepancy Register (LOTUS)

3.6. Compliance of TSI quality management system processes with the content of ISO 9001:2015

Clause of standard ISO 9001:2015	TSI Quality Management Procedure (Guidance Document)
4. Organization context. Definition of the scope of the quality management system. Quality management system and its processes	TSI Constitution. TSI Development Strategy 2016-2020. Quality Handbook.
5. Leadership Politics Responsibility and authority	TSI Constitution. TSI Development Strategy 2020-2025. Quality Handbook. Regulations on The Constitution Meetings. Statute on the Senate. Regulations on TSI departments.
6 Planning Quality objectives and plans for achieving them. Measures to assess and manage risks and opportunities. Change planning.	TSI Development Strategy 2020 - 2025. Study Regulations.
7.1. Resources	TSI Development Strategy 2020 - 2025. Quality Handbook. Self-assessment reports of study programmes and study directions.
7.1.2. Staff	Regulations on the selection of the academic staff by competition. Job descriptions. Status Files of Staff. Rules for annual certification of academic staff.
7.1.3. Infrastructure	Quality Handbook. Self-assessment reports of study programmes and study directions.
7.1.4. Process implementation environment	Quality Handbook. Labor protection instructions.
7.1.5. Monitoring and evaluation resources	Rules of study procedure. Testing tasks (in study course materials – Moodle).
7.1.6. Knowledge of the organization	Methodological materials - in study course materials (Moodle). Textbooks - TSI Library (electronic catalog).
7.2. Competence	Status Files of Staff. Self-assessment reports of study programmes and study directions.
7.3. Information	Work plan of the Rectorate (monthly meetings of academic staff). Faculties work plans (faculty council meetings). Senate work plan

	(themes of monthly meetings)
7.4. Communication	TSI Intranet. E-mail. Moodle.
7.5. Documented data	Record keeping instructions. Nomenclature of Files. Register of Guiding Documents in LOTUS.
8. Operation 8.1. Operational planning and management	Rules of study procedure. Study plans. Schedule of classes. Quality Handbook of Scientific Activity
8.2. Defining product and service requirements	Study program and study plan management regulations. Quality Handbook.
8.3. Development of products and services	D12. Educational Services Development Handbook. Study directions and study programmes management regulations. Study plans. Course descriptions.
8.4. Management of products, services and processes delivered	Internship Regulations. Corporate Partner Register.
8.5. Production of products and services. Production process management. Identification and traceability. Consumer property. Change management	Study regulations. Rules of study procedure. Study plans. Course descriptions. Schedule of classes. Individual plans of lecturers. Student and graduate database.
8.6. Release of products and services	Study regulations. Regulations governing the award of the degree and professional qualifications. Final Examination Rules. Student and graduate database.
8.7. Managing the results of nonconforming processes	Rules of study procedure. Students' database.
9. Performance evaluation 9.1. Consumer Satisfaction. Analysis and evaluation	Students, graduates and employers survey rules. Rules for acceptance and review of student complaints and proposals.
9.2. Internal audit	Quality Handbook, p. 3.5.
9.3. Management reports	Work plans of the Rectorate and Senate. Protocols of the Rectorate and Senate meetings.
10. Improvements. Irregularities and corrective action	Quality Handbook, p. 3.5. Discrepancy Register (in LOTUS).

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