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Development of QA System for HE in Thailand & ASEAN countries

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Presentation Agenda (20 min.)

“SWASDI KLAB”

1) QA System of CU-QA 84
2) AUN-QA
3) EFQM & MBNQA
4) Thai - ONESQA model
Thai - QA System

- MUA issued 9 Aspects for HE (IQA)
- Voluntary for each University to develop their own IQA system such as CU – QA 84 standard, etc.
- 32 Indicators from 7 standards for ONESQA’s assessment on every HE institute (EQA)
QA System of CU-QA 84

- CU-QA 84 established in year 2000
- 4 standards of CU-QA 84 for 73 units in Chulalongkorn University as the guideline of QA System development
- CU-QA 84 defined on 14 Basic requirements & 7
# QA System of CU-QA 84

<table>
<thead>
<tr>
<th>Input</th>
<th>Process</th>
<th>Output</th>
<th>Stakeholders</th>
</tr>
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<tbody>
<tr>
<td>- Syllabus</td>
<td>- Instruction</td>
<td>- Graduates</td>
<td>- Institution of Higher Education</td>
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<td>- Learners</td>
<td>- Process and Supporting</td>
<td>- Other</td>
<td>- Labour Market</td>
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<td>- Teachers</td>
<td>- Activities such as</td>
<td>- Accomplishments</td>
<td>- Parents</td>
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<td>- Tools and</td>
<td>Research, Administration,</td>
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<td>- Government</td>
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<td>Equipment</td>
<td>Academic Services</td>
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<td>- Students, etc.</td>
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<td>- Environment</td>
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<td>- Budget</td>
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<td>- Other</td>
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</table>
QA System of CU-QA 84

![Diagram showing the process of QA System with input, process, output, and stakeholders.]

- **Input**
  - Various Processes: 4.3.1, 4.3.2, 4.3.4, 4.3.6, 4.4.2, 5.4

- **Process**
  - Administration and Management: 4.1, 4.2, 4.8, 5.1, 5.2
  - Resource Management: 4.9, 4.12, 5.4

- **Output**
  - Analysis, Audit and Improvement: 4.2, 4.3.5, 4.10, 4.11, 4.13, 4.14

- **Stakeholders**
  - 4.3.4, 4.4.4, 5.4, 5.7
  - Satisfaction: 4.3.1, 4.3.5, 4.4.5, 4.6.3, 5.5, 5.6
QA Benchmarking for CU-QA 84

- **3 Phases of CU-QA 84**
  - Phase 1: QA System Development
  - Phases 2: Internal Benchmarking
  - Phase 3: External Benchmarking
QA System Development

- 4 Steps of CU-QA System development
  - E: Evaluation
  - D: Development
Internal Benchmarking

CU-QA Index

34 indicators and 7 levels evaluation

OQI : Organization Quality Index

UQI : University Quality Index
7 levels of Evaluation

Level 1, 2, 3, 4 : P, D, C, A

Level 5 : result is National recognition

Level 6 : result is ASEAN recognition
Internal Benchmarking

• 1) CU-Pink Diamond Program with 9 Quality Awards
• 2) CQA (Curriculum Quality Assurance) Program Accreditation
• 3) QA Enhancement (Kaizen, Innovation)
External Benchmarking

Certification with External Body
Accreditation with External Body
Rating & Ranking by Independent Body
AUN - Background

- Establishment in Nov. 1995

- 17 member universities in 10 countries of ASEAN
  - Brunei
  - Cambodia
  - Indonesia
  - Laos
  - Malaysia
  - Myanmar
  - Philippines
  - Singapore
  - Thailand
  - Vietnam
AUN Activities within ASEAN

- ASEAN Studies Program
- Student and Faculty Exchange program
- Scholarships Program
- Information Networking
- Collaborative Research
- AUN-QA
- ASEAN Executive Development Program
- ASEAN Graduate Business /Economics Program
AUN with Dialogue Partners

- ASEAN - Korea
- ASEAN - EU (European union)
- ASEAN - Japan
- ASEAN - India
- ASEAN - China
- ASEAN - Russia
AUN - QA

- Initiative in Nov. 2000 at Chulalongkorn University, (Bangkok Accord)

1) Appoint CQO(Chief Quality Officer) from each member universities
2) Establish the QA - Common criteria
3) Encourage the Good Practices for QA
4) Mutual collaboration and in formation exchange
5) Facilitate auditing, assessment
6) Mutual consultation on any differences or disputes
7) Seek further and deeper engagement with ASEAN Dialogue Partners
Road Map for AUN-QA

Workshop 1: at Malaysia (4/2001)
- AUN-QA Policy & Common Criteria

Workshop 2: at Thailand (10/2001)
- Benchmarking Procedures: QA System

- QA Practice for Teaching Best, Learning Best

Workshop 4: at Indonesia (10/2002)
- QA Practice for Research, Service, Ethics and HRD

Workshop 5: at Brunei (3/2003)
- AUN-QA Assessment Procedure & AUN-QA Guideline

- Program & Research
Road Map for AUN-QA

Year 2005-2006
Review AUN-QA Guideline

Workshop 7: at Thailand (5/2007)
- AUN-QA Guideline Assessment on Institution & Engineering program

WS 8  WS 9  WS 10  WS 11
1. AUN member universities shall continuously strive to improve the implementation of a Quality Assurance System.

2. AUN member universities shall institute a Quality Assurance exchange and training program, of which the framework and implementation be collectively agreed upon by the respective CQOs of member universities.

3. The CQOs of member universities shall formulate a plan by which the Quality Assurance System of member universities could be enhanced and commonly recognized by AUN.

4. AUN member universities shall welcome cross-external audits using commonly agreed upon auditing instruments to facilitate global recognition and benchmarking of member universities.

5. The quality criteria of the core activities of AUN member universities (teaching/learning, research and services) shall be the foundation of any audit instruments formulated by AUN.
AUN QA Common Criteria

Criteria 1 on QA System
Criteria 2 on Teaching/Learning
Criteria 3 on Research
Criteria 4 on Services
Criteria 5 on Ethics
Criteria 6 on HRD
Agreement on

- AUN-QA Benchmarking (or QA-system)
  Each member university will provide QA system Documentation
Workshop 3 (at Myanmar)

Agreement on

- AUN-QA list of courses and programs for credit transfer in Teaching-Learning
- AUN Basket with ACTS (ASEAN Credit Transfer System)
- AUN-QA Glossary (46 terms listed)
Workshop 4 (at Indonesia)

- **Agreement on** Research, Services, Ethics and HRD for AUN-QA Practices
- **Follow-up** 3 reminders from the 3rd Workshop on AUN-QA for CQOs
  1.1) List of QA Documentation
  1.2) AUN-QA Glossary (list of terms/definition)
  1.3) List of Courses and Programs on Teaching-Learning for AUN members (credit transfer)
Workshop 5 (at Brunei)

Agreement on

- AUN – QA Guideline
- Internal and External Assessment
Workshop 6 (at Singapore)

The 6th Workshop on AUN – QA at Singapore in March 2004

- Program Assessment Practice for Teaching & Learning
- Research & Service Assessment Practice
Workshop 7 (at Thailand)

The 7th Workshop on AUN – QA Guideline (new revision) in May 2007

- Engineering Program Assessment Practice by AUN-QA Checklist (Appendix 5)
- Institution Assessment Practice by AUN-QA Checklist (Appendix 6)
- IQA System Assessment Practice by AUN-QA Checklist (Appendix 4)
Roadmap for AUN – QA

The 8th, 9th, 10th workshop will be held in ASEAN for assessment practice and improvement to strengthen our QA in HE harmonizely.
AUN – QA Guidelines

1) AUN - QA Policy & Common Criteria
2) Teaching & Learning
3) Research & Service
4) HRD & Ethics
5) QA System & Assessment
6) Glossary
Assessment Purposes

- for improvement and assurance of academic quality
- for promoting the recognition and acceptance of AUN programs
- for providing opportunities of accessing to funding for research & instruction
Assessors

- Professional and ethical responsibility
- Knowledge of standards and accepted practices
- Objectivity and transparency
- Volunteers to devote time and effort to conduct AUN – QA program assessment
- Attending the assessors training program
Assessment Process

- Self – assessment (Internal assessment)
- Peer assessment (by experts)
- Action & Feedback (Assessment team’s report)
- Monitoring and Oversight (periodic assessment)
Criteria for Assessment

- **Criteria 1**: Existence of QA System (Documentation + records)
- **Criteria 2**: Teaching and Learning (Course Curriculum, Academic Staff, Student Assessment, Learning Process, Environmental Health & Safety, Learning Resources)
Criteria (Cont.)

- **Criteria 3**: Research (**Funding & Facilities, Research Outputs**)
- **Criteria 4**: Services (to the Community Nationally & Internationally)
- **Criteria 5**: Ethics (**Code of Ethic**)
- **Criteria 6**: HRD (**Human Resources Development**)
Benchmarking of AUN-QA

AUN-QA will help each others (members) by training QA System development and assessment according to AUN-QA Guideline.

AUN office will prepare providing AUN-QA
3 Levels of Label (Probably) Totally 7 pt.

1) **Good Starting**: Average Value 1.5 - 3.4
2) **Partly Successful**: "" 3.5 - 5.4
3) **Full Achievement**: "" 5.5 - 7.0
AUN – QA Label

- Voluntary encouraging our AUN – members
- And for non members as well
International QA

◆ AUN – QA has been initiated in 2000.
◆ Visiting the oversea QA such as Australia, Germany, UK, etc.
◆ Joining the international conference such as UNESCO-QA Forum yr.2004, etc.
◆ Joining Regional QA Forum, INQAAHE 2005
◆ Adapting MBNQA of USA to TQA (Thailand Quality Award)
EFQM (European Model)

9 Criteria with 1,000 points
MBNQA (US. Model)

7 Criteria with 1,000 points

Baldrige Education Criteria for Performance Excellence Framework: A Systems Perspective

Organizational Profile: Environment, Relationships, and Challenges

1. Leadership
2. Strategic Planning
3. Student, Stakeholder, and Market Focus
4. Information and Analysis
5. Faculty and Staff Focus
6. Process Management
7. Organizational Performance Results
Thai-ONESQA (Undergrad.
Model)

Fig.1. QA System Model for Undergraduate Education

1. Graduate Research for Society
2. Faculty & Staff
3. Students & Alumni
4. Learning & Research process
5. Administration system
6. Knowledge Supporting System

(140)
(130)
(80)
(400)
Thai-ONESQA (Post-grad. Model)

9 Criteria with 100 points

- 7.4 Faculty & Staff (15)
- 7.5 Student Admission & Monitoring (10)
- 7.6 Course Programs

- 7.7 Learning and Research

- 7.8 Knowledge Supporting System (10)
- 7.9 Administration (10)

- 7.1 Post-graduates (15)
- 7.2 International Research (10)
- 7.3 Research Unit (10)
Thai-ONESQA Model on Assessment

6 levels of 100%

- **Level 1. (P)** 0 - 10% no evidence of systematic operation be found
- **Level 2. (D)** 10 - 30% starting the operation as documented procedures be found
- **Level 3. (C)** 30 - 50% some operation be checked and controlled as specified
- **Level 4. (A)** 50 - 70% effective results are met with the overall target
- **Level 5. (NR)** 70 - 90% effective results are met with national
Open Discussions

Please Comment

Thank You for your kind attention

“KOBO KHUN KLAB”