



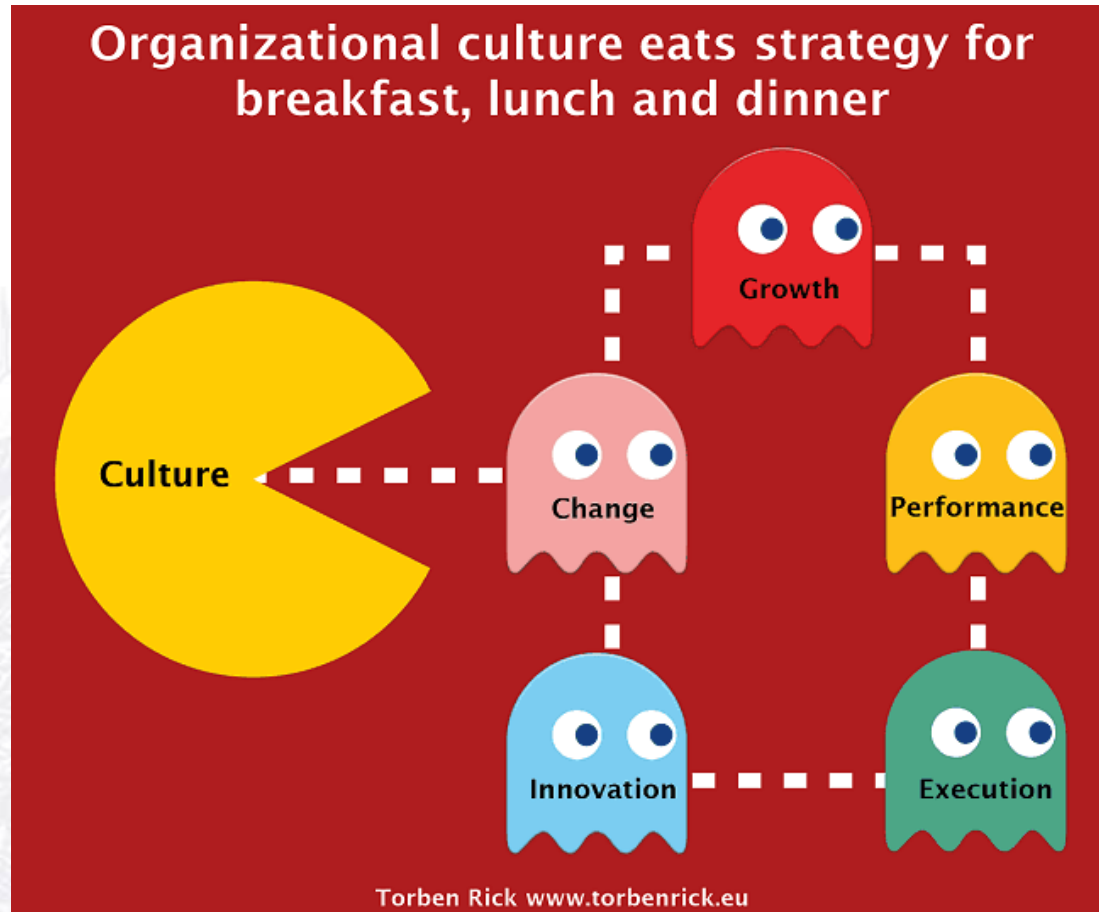
UNIVERSITY of the
WESTERN CAPE

Quality Forum 5-6 July 2018, University of the Western Cape

*Nothing about us without us!
Integrated Quality Assurance, making it
work for Higher Education*



How do we make provision for culture and context?



How do we leverage innovation for IQA



Where / does IQA 'fit' in an integrated total quality management system?



PLAN

Establish procedures, resources, Quality policy, and risk-based thinking to build an effective QMS



DO

Report nonconformances and inspections to prevent escapes to customers



CHECK

Perform audits and analyze historical data to identify opportunities for improvement



ACT

Perform root cause analysis and take corrective action to drive continuous improvement