

SCIENTIFIC-EDUCATIONAL AND INDUSTRIAL COMPLEX
JALAL-ABAD STATE UNIVERSITY NAMED AFTER B. OSMONOV

REVIEWED

by the Academic Council of
Jalal-Abad State University
Minutes No. 5
dated " 31 " 01 2025

APPROVED

Rector of Jalal-Abad State University named
after B.Osmonov

K.Zh. Usenov
" 31 " 01 2025

Regulations on the Quality Management System

1. General Provisions

- 1.1. These Regulations have been developed in accordance with the requirements of **GOST ISO 9001:2015 “Quality Management Systems. Requirements”**, the **Law of the Kyrgyz Republic “On Education”**, as well as internal normative documents of the University.
- 1.2. The **Quality Management System (QMS)** of Jalal-Abad State University (JASU) represents a set of interrelated processes, resources, and management methods aimed at ensuring high quality of educational services, scientific research, and interaction with stakeholders.
- 1.3. The purpose of the QMS is to ensure that the University's activities comply with international and national quality standards, to enhance the competitiveness of graduates, and to promote sustainable development of the educational organization.
- 1.4. These Regulations are mandatory for all structural units and employees of JASU.

2. Goals and Objectives of the QMS

2.1 Main goals of the QMS:

- Ensuring the quality of educational programs in accordance with the State Educational Standards of the Kyrgyz Republic (SES KR) and international standards;
- Achieving the satisfaction of students, employers, society, and the state;
- Continuous improvement of processes and services;
- Fostering a culture of quality and responsibility among the academic and administrative staff;
- Increasing the efficiency of resource management.

2.2. Key objectives of the QMS:

- Implementation of the **process-based** and **risk-oriented** approaches;
- Development and implementation of documented procedures and regulations;
- Conduct of internal and external quality assessments;
- Regular training of personnel in the field of QMS;
- Development of feedback mechanisms with stakeholders.

3. Principles of the QMS

The QMS of JASU is based on the **seven quality management principles** of ISO 9001:

1. Customer focus (students, employers, society).
2. Leadership of management.
3. Engagement of employees.
4. Process approach.
5. Continuous improvement.
6. Evidence-based decision making.
7. Relationship management with stakeholders.

4. Structure and Responsibilities

- 4.1. The top management of JASU (Rector, Vice-Rectors) bears responsibility for the functioning of the QMS, determination of quality policy, and establishment of quality objectives.

- 4.2. Coordination of QMS implementation and development is carried out by the **Department of Academic Policy**.
- 4.3. Directors of institutes and colleges, heads of departments or subject-cycle commissions, and other structural units are responsible for implementing the Quality Policy within their respective divisions, including planning, organization, control, and providing the necessary conditions to achieve established goals.
- 4.4. Every employee of JASU is personally responsible for the quality of their work.

5. Quality Policy

The Quality Policy is approved by the Rector and communicated to all employees and students of the University. It reflects:

- The strategic goals of JASU's development;
- Priorities in educational, research, and educational-upbringing activities;
- Commitment to compliance with international standards and national requirements;
- Obligation to continual improvement of the QMS.

6. Process Approach

6.1. The University's activities are viewed as a set of interrelated processes, including:

- University management;
- Marketing and student admissions;
- Educational process;
- Scientific and research activities;
- Educational and social development work;
- International cooperation;
- Human resource management;
- Material and technical support.

6.2. Each process includes:

- A defined purpose;
- A process owner;
- Inputs and outputs;
- Resources;
- Key performance indicators (KPIs).

7. Risk and Opportunity Management

7.1. The University adopts **risk-based thinking** in its management practices.

7.2. Identification, analysis, and management of risks are carried out through:

- A “**Risk Passport**” for each area of activity;
- The **University Risk Register**;
- Implementation of risk mitigation measures.

7.3. Opportunities are regarded as factors that contribute to the development of the University and improvement of education and research quality.

Identification, analysis, and management of risks and opportunities are performed in accordance with the *Regulations on Risks and Opportunities of Jalal-Abad State University*. These Regulations and the “Regulations on Risks and Opportunities” are **complementary documents**, ensuring the implementation of a **risk-oriented approach** within the QMS framework.

8. Monitoring, Audit, and Improvement

8.1. **Monitoring** involves regular collection of data on learning outcomes, student and employer satisfaction, graduate employment, and publication activity.

8.2. **Internal audit** is conducted annually according to an approved plan; results are documented and analyzed.

8.3. **Management review** is carried out at least once per year and includes assessment of QMS effectiveness, achievement of objectives, and adequacy of resources.

8.4. **Corrective and preventive actions** are taken based on the results of monitoring and audits.

9. QMS Documentation

9.1. QMS documentation includes:

- Quality Policy;
- Regulations on the QMS;
- Risk Register;
- Internal procedures and work instructions;
- Meeting minutes and protocols.

9.2. Document control is carried out in compliance with ISO 9001:2015 requirements (Clause 7.5). Mandatory QMS documents also include: the **Regulations on Risks and Opportunities of JASU**, risk passports of structural divisions, and the University's Risk Register.

10. Final Provisions

10.1. Amendments and additions to these Regulations shall be made by decision of the **Academic Council of JASU**.

10.2. Control over the implementation of these Regulations is entrusted to the **Department of Academic Policy** of JASU.

Appendices

Appendix 1. Glossary of Abbreviations

- **JASU** – *Jalal-Abad State University*
- **QMS** – *Quality Management System*
- **FQW** – *Final Qualification Work*
- **IS** – *Information System*
- **RPD**(рабочая программа дисциплины) – *Working Program of the Discipline*
- **TMC** – *Teaching and Methodological Complex*
- **R&D** – *Research and Development (Scientific Research Work)*
- **AEMD** – *Administrative and Economic Management Department*
- **SCC** – *Subject-Cycle Commission*
- **CCITE**(центр цифровизации и инновационных технологий в образовании) – *Center for Digitalization and Innovative Technologies in Education*

Appendix 2. Process Map Template

Element	Content
Process Name	e.g. «Organization of the Educational Process»
Process Purpose	Ensuring the quality of the educational process
Inputs	State Educational Standards, curricula, and working programs of disciplines (RPD)
Outputs	Graduates, reports, monitoring results
Process Owner	Director of the institute / Head of the department / Heads of subject-cycle commissions
Resources	Teachers, classrooms, equipment
Indicators	Academic performance, employment rate (%), student satisfaction

Appendix 3. Risk Passport

No.	Risk	Probability (1–5)	Impact (1–5)	Risk Level	Responsible Person	Mitigation Measures
1	Lack of faculty members holding academic degrees	4	4	High	Vice-Rector for Research and Innovation	Professional development, invitation of external experts
2	Low student motivation	3	3	Medium	Directors of institutes and colleges	Introduction of motivational programs
3

Explanation:

The column “**Probability**” (1–5) assesses how likely the risk is to occur.

Score	Description of Probability
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1	Very low probability (almost never occurs, <5%)
2	Low probability (may occur once every 5–10 years)
3	Medium probability (may occur once every 2–3 years)
4	High probability (occurs annually or almost annually)
5	Very high probability (almost inevitable, in more than 80% of cases)

The column “Impact (1–5)”

Assesses the severity of consequences for the University if the risk materializes.

Score	Description of Impact
	Minor: does not affect key processes, easily remedied.
	Minor: short-term disruptions, insignificant impact on quality or reputation.
	Moderate: temporary difficulties, reduced efficiency of certain departments.
	Significant: substantial costs, deterioration in the quality of the educational process, dissatisfaction among students and faculty.
	Critical: threat to accreditation, severe reputational losses, termination of activities in the respective area.

Appendix 4. University Risk Register

	Risk Category	Risk Name	Probability (1–5)	Impact (1–5)	Risk Level (P×I)	Responsible Person / Unit	Mitigation Measures	Implementation Deadline	Residual Risk
	Academic	Non-conformity of educational programs with the requirements of the State Educational Standards	4	4	16 – High	Vice-Rector for Academic Affairs; Heads of Departments	Annual revision of the Working Programs of Disciplines (RPD); internal audit of compliance with SES; professional development of teaching staff	Annually, Q4	6 – Medium
	Human Resources	Shortage of qualified academic and administrative staff	4	5	20 – High	Vice-Rector for Human Resources and Innovation	Development of recruitment programs; mentorship and internship systems; training and certification courses	Annually	8 – Medium
	Financial	Insufficient funding for educational and research activities	3	5	15 – High	Chief Accountant; Vice-Rector for Economics and Finance	Optimization of budget planning; search for grants and external funding sources; cost control measures	Annually, Q1–Q4	9 – Medium
	Infrastructure	Obsolete laboratory and IT equipment	3	4	12 – Medium–High	Director of Institute; Head of IT Center	Gradual modernization plan; purchase of new equipment; maintenance schedule compliance	Annually	6 – Medium
	Information and Digital	Data security breaches or loss of electronic information	2	5	10 – Medium	Head of CCITE (Center for Digitalization and Innovative Technologies in Education)	Regular data backup; staff training in cybersecurity; use of licensed software	Semi-annually	6 – Medium
	Management	Ineffective	3	3	9 – Medium	Vice-Rector for	Development of clear	Quarterly	6 –

		coordination between structural units				Academic Policy; Deans and Directors	communication regulations; regular management meetings; monitoring of workflow		Medium
	Student Engagement	Low student motivation and participation in academic life	3	3	9 – Medium	Directors of Institutes and Colleges	Implementation of incentive and mentoring programs; student surveys and feedback mechanisms	Annually	6 – Medium
	Reputational	Decline in university image due to public relations issues	2	4	8 – Medium	Press Service; Vice-Rector for External Relations	Active media engagement; promotion of academic achievements; rapid response to negative information	Continuously	4 – Low

Explanation:

In the column “**Risk Level**”, the final value of the risk is recorded.

It is determined as the product of two indicators:

Risk Level = Probability (1–5) × Impact (1–5)

The resulting value is interpreted according to the following scale:

Score (Probability × Impact)	Risk Level
	Low
	Medium
	High

Appendix 5. Quality Policy

Jalal-Abad State University strives to train **competent and competitive specialists** who are in demand both in the labor market of the Kyrgyz Republic and beyond its borders.

The University is **focused on meeting the needs of students, employers, and society**, continuously improving the educational process, developing scientific research, and strengthening international cooperation.

The **University Management** undertakes a firm commitment to **maintain and develop the Quality Management System (QMS)** in accordance with the requirements of **GOST ISO 9001:2015**, ensuring its **effectiveness and continual improvement**.

Appendix 6. Methodological Guidelines for Completing the Integrated Table “QMS + Risks and Opportunities”

These methodological guidelines are intended for **practical use by the structural units of Jalal-Abad State University (JASU)** when completing the **integrated table** that combines the elements of the **process map, risk passport, risk register, and action plan**.

The **Integrated Table** is a consolidated tool of the **Quality Management System (QMS)** that combines, in a single format, the **process map, key performance indicators, process-related risks and opportunities, and the actions for their implementation**.

It provides a **comprehensive management approach**, enabling the simultaneous recording of objectives, results, threats, and opportunities. It also serves as a **foundation for monitoring, internal audits, and management reviews**, ensuring the coherence and continual improvement of the QMS.

The **Guidelines** establish the procedure for recording process objectives, inputs and outputs, key performance indicators (KPIs), risks, opportunities, and related action plans, as well as the rules for evaluating performance and residual risk.

The **Integrated Table** is used during monitoring, internal audits, and management reviews to ensure the **integrity and transparency** of the Quality Management System (QMS).

Example of the Integrated Table (QMS + Risks and Opportunities)

Process Name / Risk / Opportunity	Process Objective / Cause of Risk / Essence of Opportunity	Inputs / Outputs	KPI / Performance Indicators	Probability (1–5)	Impact (1–5) / Opportunity Effect	Responsible Person / Process Owner	Actions and Measures (timeline, result)	Completion Status / Residual Risk
Organization of the Educational Process / Risk: Low student motivation	Ensure high-quality educational process / Insufficient student engagement	State Educational Standards, curricula / graduates, reports	% of schedule completion; % of academic performance; % of graduate employment	3	3	Directors of institutes and colleges	Introduction of motivational programs; adviser support; annual monitoring	In progress / Medium
Organization of the Educational Process / Opportunity: Implementation of dual education	Improve the quality and practice orientation of learning	Employers' requests / trained graduates	% of students who completed internships; number of partnership agreements	—	Increased quality of training; higher employability	Head of Career Development and Internship Department; Heads of Departments	Signing agreements; organization of internships (annually)	Completed / Positive effect
Research Activity / Risk: Low publication activity of academic staff	Develop scientific potential / Insufficient motivation for publications	Grants, research projects / articles, monographs, patents	Number of publications in Scopus/WoS; citation index	3	3	Vice-Rector for Research and Innovation	Publication incentives; training seminars; grant support	In progress / Medium
Research Activity / Opportunity: Expansion of participation in international projects	Enhance the University's international ranking	International grant programs / joint research projects	Number of submitted applications; number of international publications	—	Increased citation rate; attraction of external funding	Vice-Rector for Research and Innovation; International Relations Office	Preparation of applications; conclusion of agreements (annually)	In progress / Positive effect
Employer Collaboration / Risk: Insufficient employer engagement	Strengthen the practical orientation of training / Lack of stable cooperation with industry	Labor-market requirements / practice-oriented graduates	Number of cooperation agreements; number of students on internships	3	3	Head of Career Development and Internship Department	Round tables; internship agreements; joint projects	In progress / Medium
Employer Collaboration /	Strengthen partnerships and	Corporate proposals /	Number of joint events; number	—	Improved reputation;	Vice-Rector for Research and	Organization of seminars,	Completed / Positive effect

Opportunity: Joint educational projects	enhance the University's reputation	conferences, seminars	of agreements signed		enhanced training quality	Innovation; Heads of Departments / Subject-Cycle Commissions	conferences, and master classes	
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The Integrated Table is intended for practical use by the structural units of Jalal-Abad State University (JASU). It combines the following elements:

- data from the **process map** (objective, inputs, outputs, process owner);
- **key performance indicators** ;
- related **risks** (causes, probability, impact, mitigation measures);
- **development opportunities** (effects, implementation activities);
- **responsible persons and deadlines**. The table is used for **monitoring, internal audits, and management reviews**, allowing to visualize the **interconnection between processes, risks, and opportunities** within a unified system.

Responsibility Distribution Table

Management Level	Purpose of Use	Examples of Application
Rector / Vice-Rectors	Strategic analysis, accreditation, ISO 9001 compliance	Analysis of QMS performance, preparation of accreditation reports
Deans / Directors of Institutes	Process management at the faculty level	Monitoring key performance indicators (KPIs), managing risks of educational programs
Heads of Departments / Subject-Cycle Commissions (SCCs)	Planning and control at the departmental level	Completion of risk passports, monitoring implementation of action plans
Department of Academic Policy	QMS monitoring and internal auditing	Formation of the consolidated register of risks and opportunities, preparation of analytical reports
Heads of Administrative Units (HR, Finance, IT, International Relations, etc.)	Integration of administrative processes with QMS and risk management	Preparation of corrective and preventive actions
Academic Council of JASU	Decision-making based on evidence	Review of final reports, approval of results and improvement measures