1. Introduction

The process of evaluation, review and monitoring serves as a basis to judge the effectiveness of actions undertaken to maintain or improve quality. This module discusses the forms of evaluation, review and monitoring within the institutions. It discusses the various approaches and measures used for evaluation. It also describes the review policies, procedures and processes. This topic moves on to discuss the process for monitoring and finally it also considers the institutional KPIs which include data, time series and target settings.

2. Module Overview

Let us review the topics covered in this module.

The Quality Cycle: Evaluating and Improving - Overview

Evaluating

This topic discusses the evaluating aspect of the quality cycle and the various approaches and measures that can be used for evaluation.

Review

This topic describes the review policies, procedures and processes together with the review levels (e.g. Institutional, Faculty and Departmental reviews), activity area or thematic reviews and review frequency.

Monitoring

This topic discusses the processes for monitoring in association with the growth of Business Intelligence systems and data warehousing.

Improving

This topic considers the demonstration of time series improvement as a consequence of quality assurance and improvement activities. It also considers the improvement
3. Objectives

Objectives: The Quality Cycle: Evaluating and Improving

Upon completion of this module, you should be able to
- describe the evaluation aspect of quality cycle
- identify the various approaches and measures that can be used for evaluation
- describe the review policies, procedures and processes
- identify the differences between review and monitoring
- identify the institutional KPI including data, time series and target settings

4. Reading

Reading: General Reading and References