
Uncovering the Roots: From Superficial QA to Systematic Quality Management in Higher Education

KNUST QAPO as a Reflective Case Study

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Purpose of the Workshop

Why Are We Here?

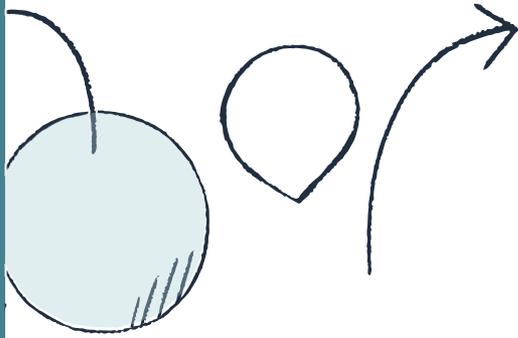


To reflect on how Quality Assurance (QA) is practiced in higher education

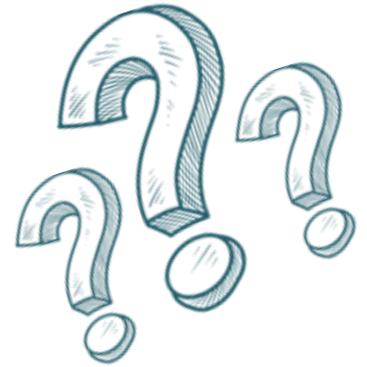
To identify where and why QA can become superficial

To explore how Quality Management Systems (QMS) thinking may deepen impact





Poll: By show of hands



if the current QA structures in your institution disappeared tomorrow, how many of you believe quality would still be maintained?





Keep your hands up if quality in your institution depends more on individual commitment than on formal systems?

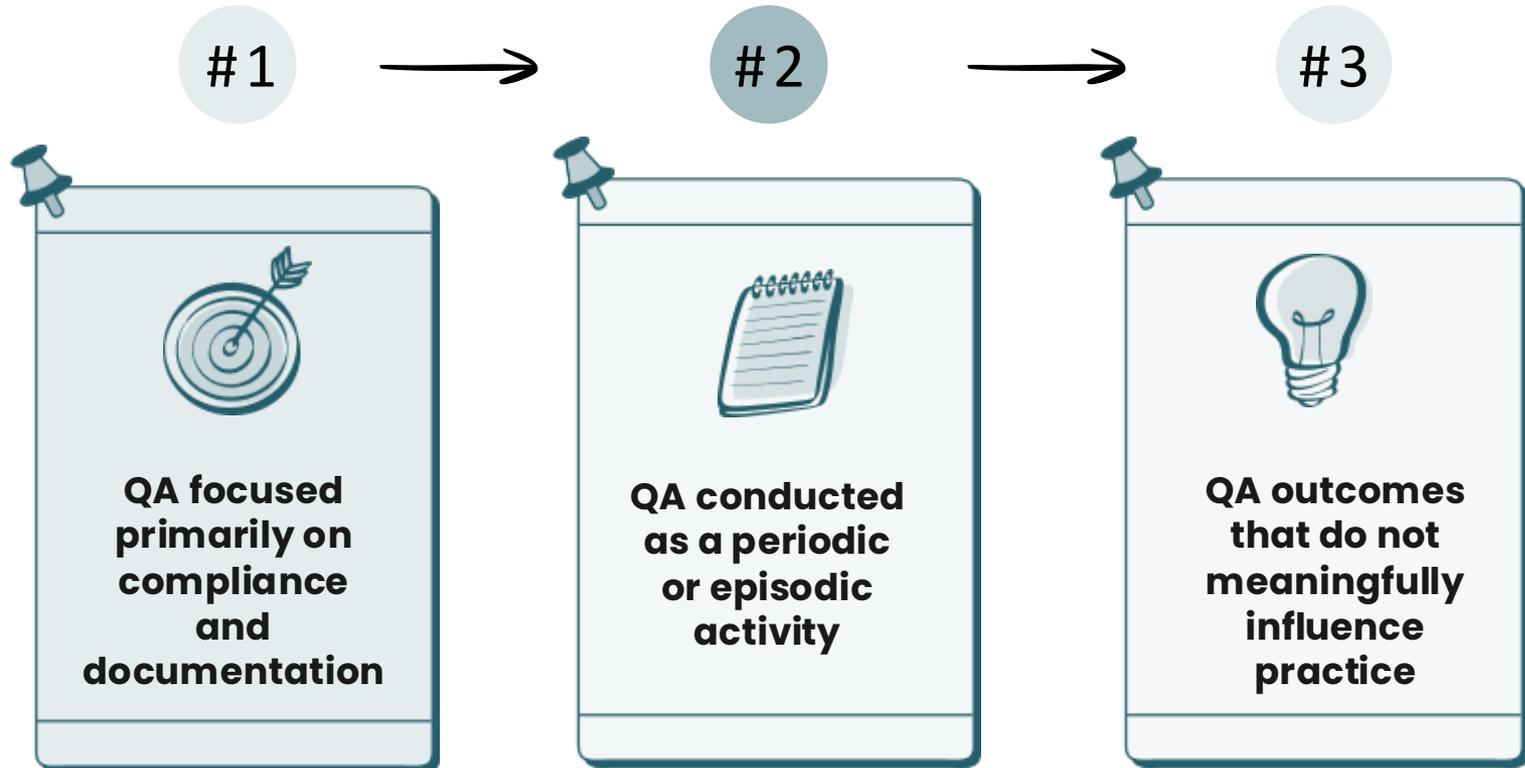




the real question then becomes: is quality something we verify at checkpoints, or something that is built into how work is actually done

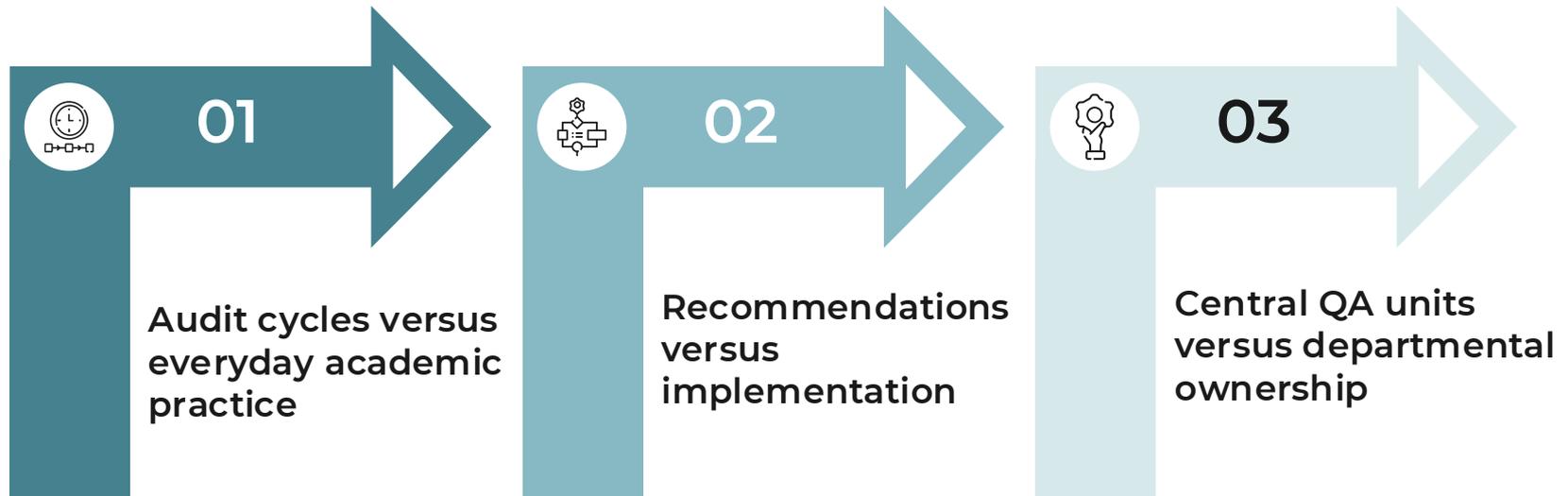


What Do We Mean by “Superficial QA”?



Common QA Tensions in Higher Education

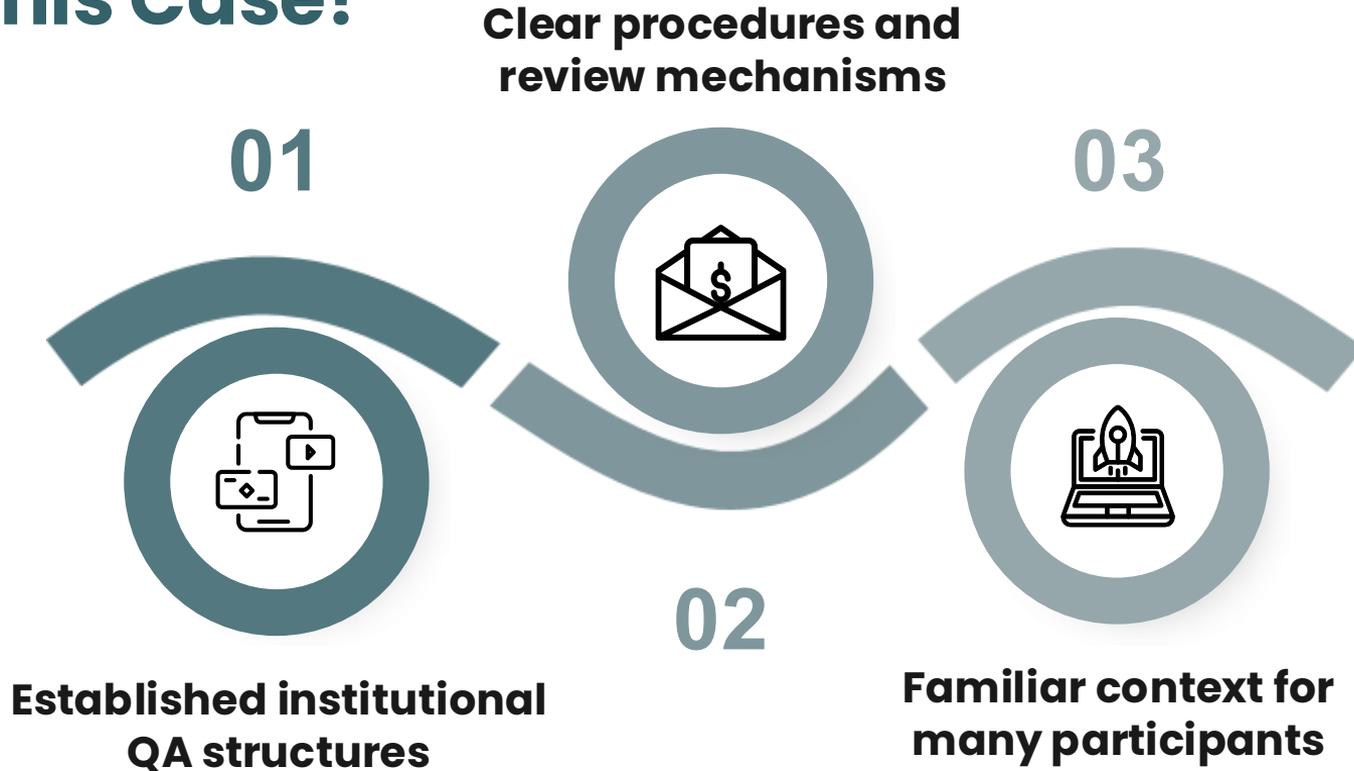
Where Superficiality Often Emerges



These tensions are widely observed across institutions

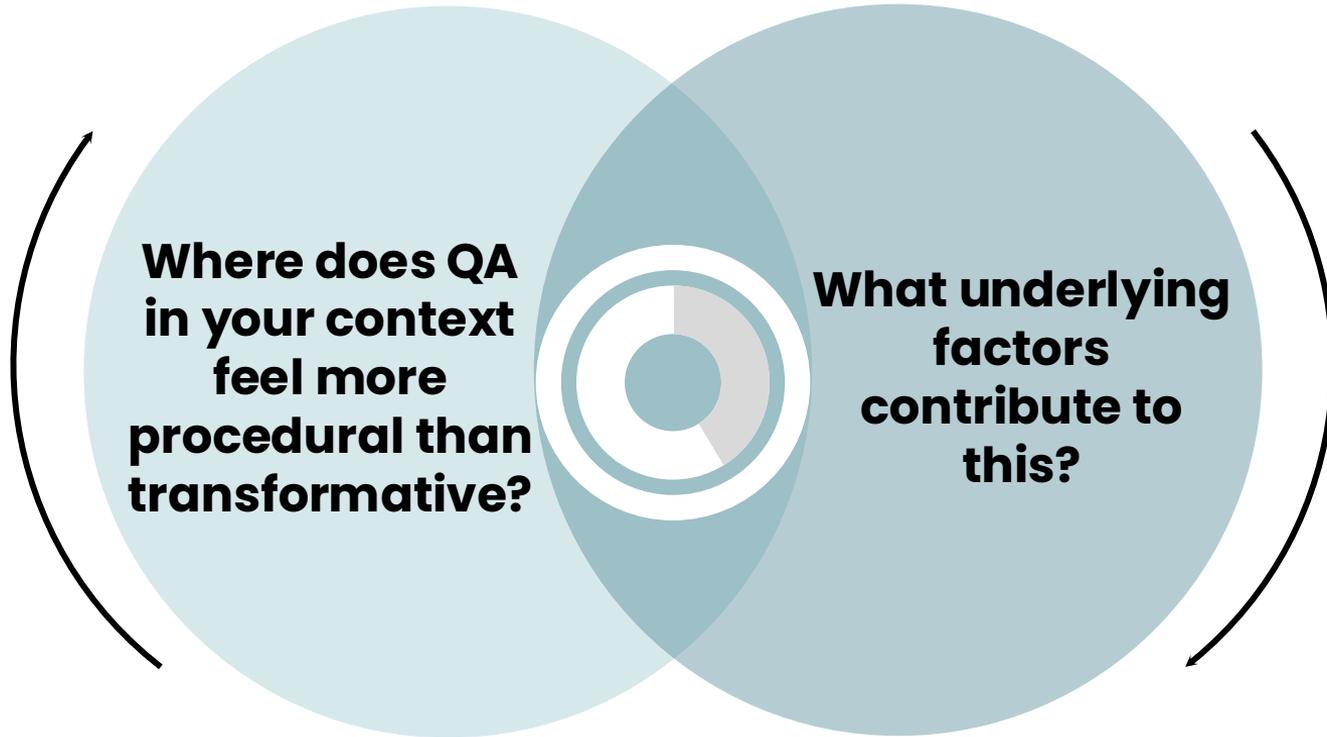
Case Context – KNUST QAPO

Why This Case?



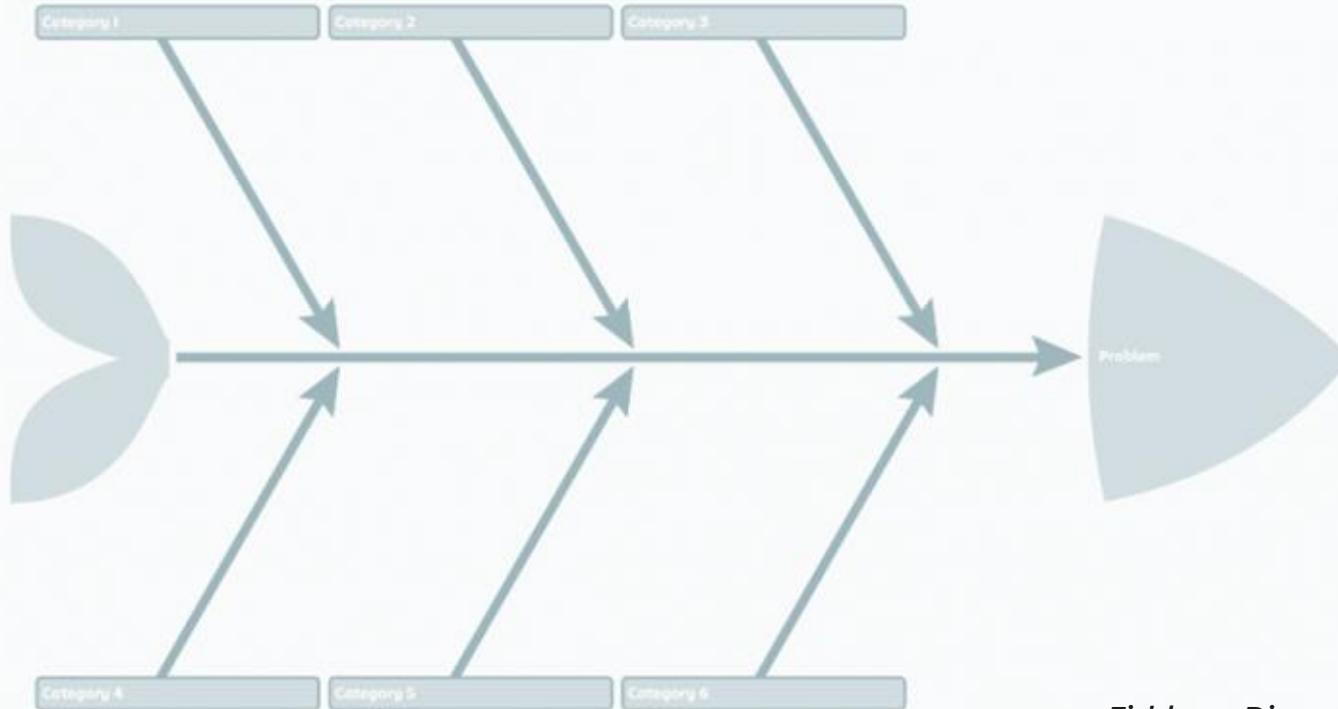
Reflection Activity

In groups, discuss:



Focus on systems, incentives, and processes, not individuals

Exercise: The fishbone technique to diagnose the QA Superficiality



*Fishbone Diagram:
Diagnosing Quality Failures*

Exercise: The 5 Whys / 5 W's

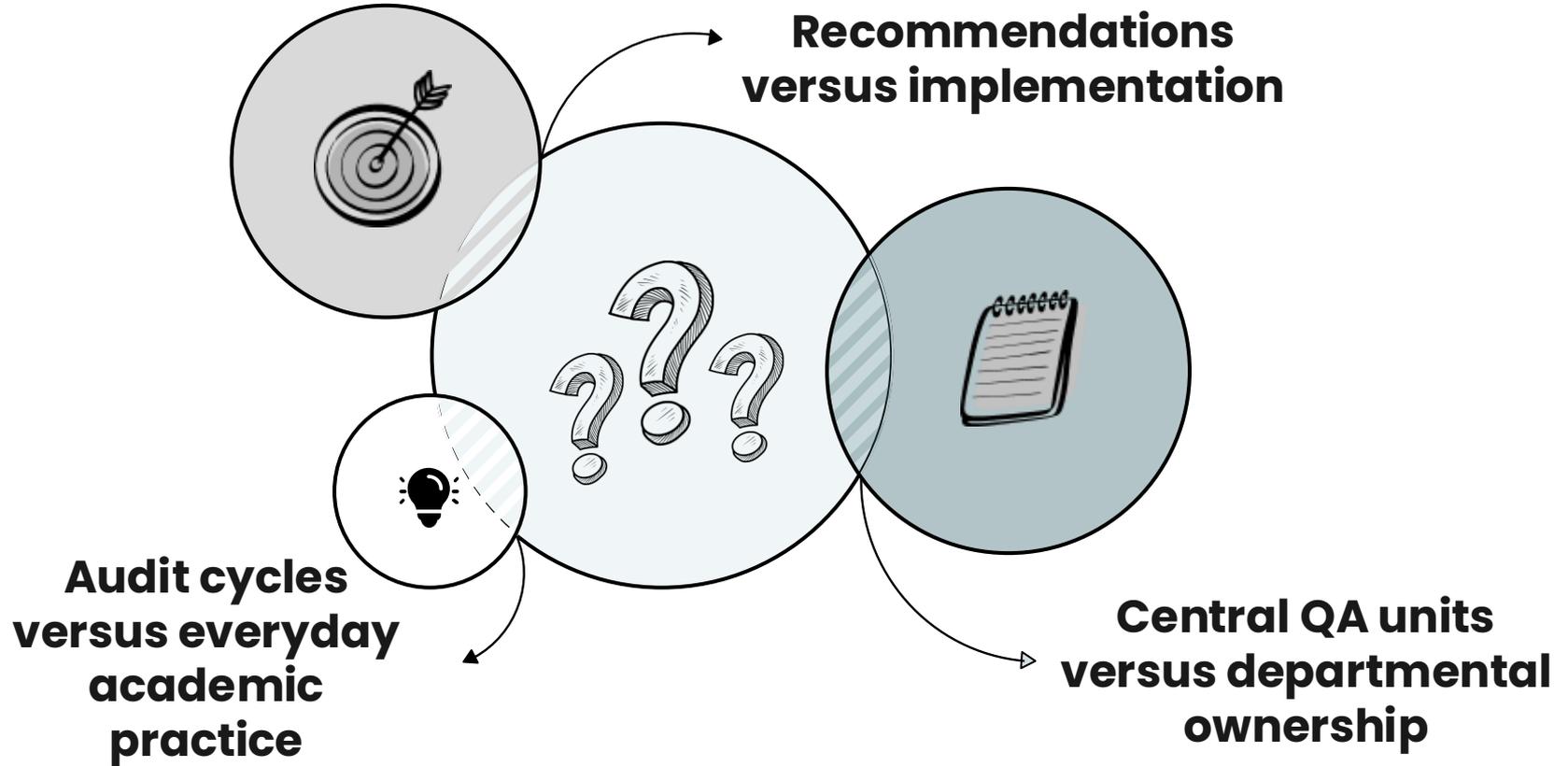


01 Define the Problem → **02** Why is it happening? → Why is that? → **04** Why is that? → **05** Why is that?



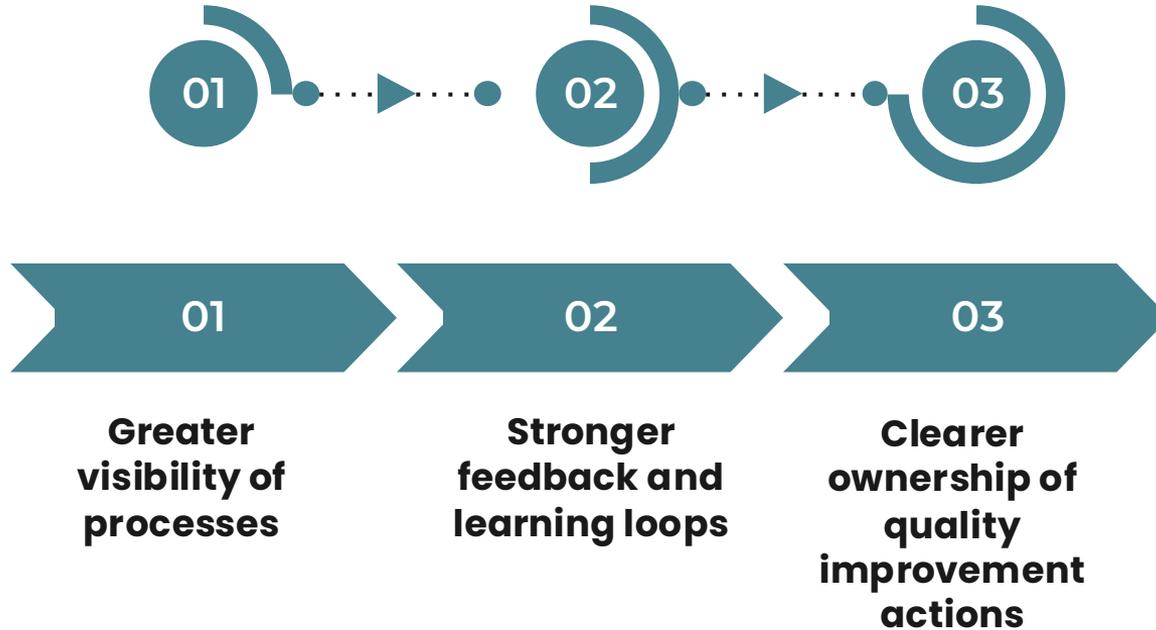
01 What → **02** Where → **03** Who? → **04** When? → **05** Why?

What Do We Mean by “Systematic QMS”?



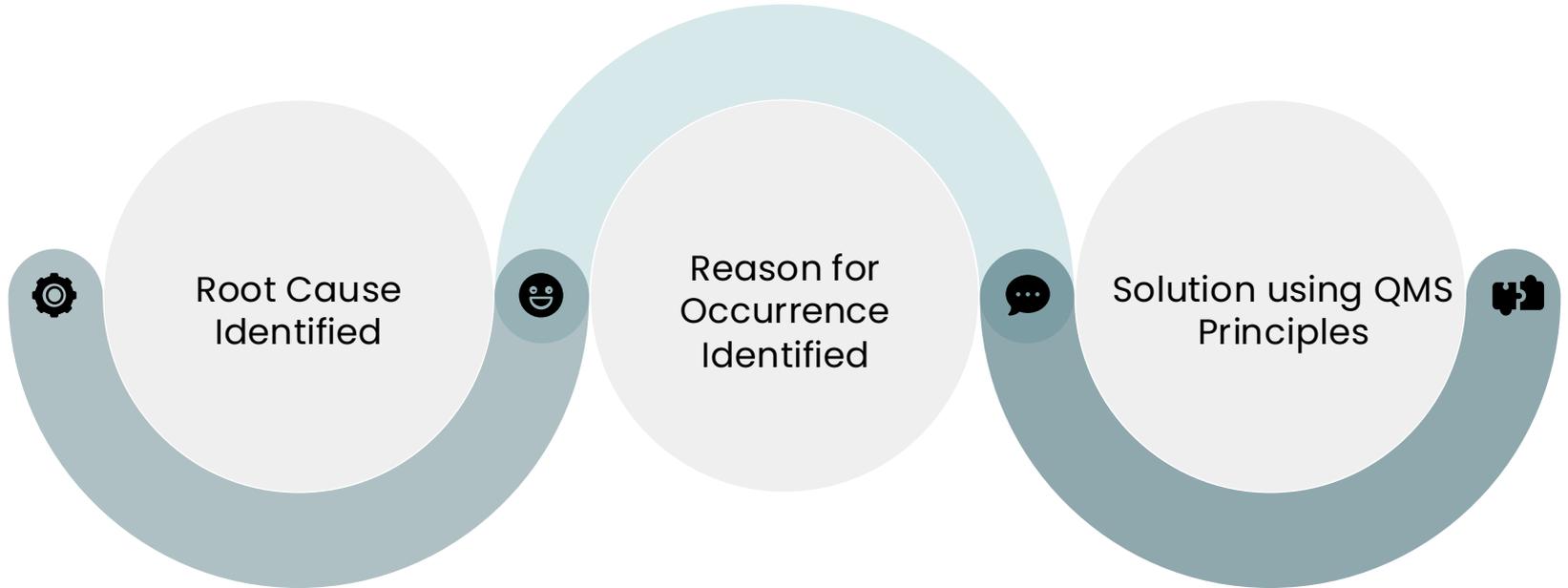
Introducing a QMS Lens

What Might Change with QMS Thinking? **Exercise: possible solution map**



How might these principles address the issues identified?

Exercise: Solution Mapping



Construction of QA Framework

From Reflection to Action

- Insights generated can **inform QA reform and system strengthening**

Closing and Next Steps

From Reflection to Action

- This workshop is a **starting point** for **deeper institutional learning**

CONTACTS

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QA Tensions



Thank you

for your engagement and contributions

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