

## **Steps in our Journey**

# Steps in our Journey



1997

UMH Creation

Quality Office

Suggestions Box

1998

Quality Policy

Quality Regulation

Teaching/services  
Assesment

Students and  
Teachers opinion

Quality Plan

Follow-up Programme

1999

ISO 9002

Self assesment (EFQM)



# Steps in our Journey



2000

Master Plan (Management)

Quality Advicers Board

2001

Best Practice

2002

ISO 9001:2000

Assessment EFQM

2003

ISO 9001:2000

Assessment EFQM

Valencian Foundation

Assessment EFQM





## Steps in our Journey

2004

II Strategic Quality Plan

II Master Plan (Management)

Recognition for Excellence

2005

Self system for Accreditation and Certification

Quality Improvement Plans

Recognition for Excellence FVQ

Prize "Excellence", by FVQ



## Steps in our Journey

2006

Assessment of degrees and services by ANECA

Self assesment EFQM

Excellence Recognition in Public Administration by MAP

2007

Recognition for Excellence EFQM (renew)

III Strategic Quality Plan

III Master Plan (Management)

2008

RSC

Assesment of departmants (EFQM)





## Steps in our Journey

2009

To implement III Quality Plan and III Management Plan

New List of Services Regulation

Second EFQM: *Recognised for Excellence 5 Stars* Renewal

Commitment for Compensation Measures

