University of Banja Luka

DEVELOPMENT PLAN OF SHEQA FOLLOW UP ACTIVITIES

The wider outcome of this project is: To contribute to the further development and modernization of higher education in B&H in accordance with European standards in EHEA and to further develop a quality assurance system to support the strategic management of HEI in B&H.

The specific objectives of this project are:

1. Analysing the existing key performance indicators (KPI) for quality assurance in Europe
2. Defining and implementing key performance indicators for quality assurance in B&H
3. Developing and implementing a register of study programmes for B&H Universities
4. Contributing to strengthening and developing the strategic management at HEI on the basis of KPI, which are used in the European Area of Higher Education (on the basis of ENQA recommendations)
5. Strengthening cooperation with the Agency for higher education and quality assurance and authorized ministries of education.
6. Dissemination and sustainability of project results

The University of Banja Luka (UNBL) will continue to be committed in building and developing a quality culture in every sphere of activity. On the basis of the implementation of strategic documents of quality assurance, as well as good practices from participating in European projects, especially in the Tempus projects, we will shape the future development of quality assurance and the university as a whole. UNBL successfully implement planned activities of SHEQA project, which was confirmed by an external team of experts visiting our university in June 2013. Experience with SHEQA project is very important to us and we will continue with the implementation of the project results and follow up activities in the future.

University “SHEQA team” authorized by the management of UNBL who worked on the project SHEQA will continue to worry about all the activities and performances of the obligations undertaken by the project completion. KPI software will be regularly updated (key performance indicators) current data on an annual basis, and results of KPI will be analyzed. Also KPI software will be update by faculty and university level. Conclusions and findings obtained by analyzing the results of a KPI will be used in process of decision- making and in shaping of the strategic documents of UNBL 's (UNBL - work program for the next year, measures and efforts to improve quality, etc.) in the future tense, as in implementation of existing strategies and plans that have been adopted and their implementation is in progress. It is noteworthy that UNBL will update and analys all KPIs that are adopted in the university level. UNBL is currently in the final stage of building own information system and an internal database of all study programs with a detailed content.

It is planned that this work would be done in October 2013, and after that study programs data would be transferred directly into the SHEQA software of study programs until the end of October. SHEQA software of study programs after that, would be update by current data timely in the future. Mutual exchange of data between University information system, KPI software and the software of study programs, will be a key basis for the consideration and adoption of the decisions of importance to the university, especially in the area of quality assurance.

**UNBL SHEQA team:**

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**2. University QA Coordinator – Ozren Trišić**

**3. Senior assistant and QA coordinator of faculty of economics – Dragan Gligorić**

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