

AQU CATALUNYA PROCESSES

Strategic processes

Process	Procedures	Objective
E.01 Planning	E.01.01 Strategic planning	Describes the process of drawing up, approving and reviewing strategic planning, the activity report and the programme of activities by area, and project management.
	E.01.02 Annual planning	
	E.01.03 Area planning	
	E.01.04 Project management	
	E.01.05 Project management criteria	
	E.01.06 Establishment and monitoring of objectives	

Operative processes

Process	Procedures	Objective
OP.01 Assessment, certification and accreditation of degrees and institutions	OP.01.01 Preparation and planning	Describes the guidelines to be followed for the planning, organisation and carrying out of degree programme and institution assessments, including the technical preparation of the assessment, the preparation and carrying out of external review, the meta-assessment and the preparation and publication of the final report.
	OP.01.02 External review	
	OP.01.03 Closing and meta-assessment	
OP.03 Assessment of university teaching staff	OP.03.02 Definition and review of assessment criteria	Describes the teaching staff assessment process, focusing mainly on the constitution of the assessment committees, the definition of standards and the general procedure, the assessment itself and the meta-assessment.
	OP.03.03 Teaching staff assessment	
	OP.03.04 Meta-assessment	
	OP.03.05 CEAADG teacher assessment	
OP.05 Knowledge generation	OP.05.01 Studies	Defines how actions to generate knowledge are to be performed, in particular the carrying out of studies and reports.
OP.06 Appeals	OP.06.01 Resolution of teaching staff appeals	Describes the processing of appeals regarding the results of teaching staff

Process	Procedures	Objective
	OP.06.02 Challenge of degree programme decisions	and degree programme and institution assessments.
OP.07 Internationalisation	OP.07.01 International project management	Establishes guidelines for the planning and organisation of international activities.
	OP.07.01 International assessments	

Support processes

Process	Procedures	Objective
S.01 External relations	S.01.02 Papers and meetings	Describes the management of AQU Catalunya's participation in conferences, seminars and other events.
S.02 Management of experts	S.02.01 CV collection and reception	Describes the process of identifying, selecting and training expert external reviewers to participate in AQU Catalunya assessments and their subsequent disassociation from or continued collaboration with the Agency.
	S.02.02 Selection and appointment	
	S.02.03 Expert training	
	S.02.04 Disassociation of experts	
	S.02.05 Permanent relationship	
S.03 Management of information and communication technologies (ICT)	S.03.11 ICT planning	Establishes guidelines for the development of new computer applications and describes the procedure for their roll-out.
	S.03.12 ICT developments	
	S.03.13 ICT systems	
	S.03.14 IS incident management	
S.04 Internal quality and information security assurance (QMS/ISMS)	S.04.01 Improvement of non-compliances and corrective actions	Describes all the procedures necessary to ensure the proper functioning of the quality and information security management system, including documentation management procedures, internal audits, corrective and improvement actions and risk management.
	S.04.02 QMS/ISMS audits	
	S.04.03.01 Management of documented information	
	S.04.03.02 Classification of documented information	
	S.04.03.03 Paper file management	
	S.04.05 User satisfaction	
	S.04.07 Risk management	
	S.04.08 Continuity guarantee procedure	

Process	Procedures	Objective
	S.10.04 Data protection rights (access, rectification, erasure, opposition, restriction of processing)	

Process	Procedures	Objective
S.06 Management of human resources	S.06.01 New hires	Describes the processes for selecting and hiring AQU Catalunya staff, their training, skills assessment, and managing the end of their relationship with the Agency.
	S.06.02 End of employment relationship	
	S.06.03 Training	
	S.06.05 Skills assessment	
	S.06.06 Prevention and approach to sexual and gender-based harassment	
S.07 Services and purchasing	S.07.01 Public procurement	Describes the procedure for contracting the provision of a service or purchasing, and managing suppliers.
	S.07.02 Supplier management	
S.09 Management of commissions	S.09.01 Management of governing bodies	Systematises and describes the procedure for the creation, modification and closure of governing bodies, assessment bodies and commissions/committees, all except those provided for by the LUC.
	S.09.02 Management of the assessment committees	
	S.09.03 Management of the Advisory Committee	
	S.09.04 Management of assessment committees	
S.11 Communication and publications	S.11.01 External communication	Describes AQU Catalunya communication and publishing processes.
	S.11.02 Publications	
S.12 Economic management	S.12.01 Management and control of expenditure	Describes the management of AQU Catalunya's revenue and expenditure for the correct execution of the budget.
	S.12.02 Revenue management	
	S.12.03 Criteria for inventory management	
	S.12.04 Inventory registration and cancellation management - PANGA	