

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.03.06 Issue of teaching activity certificates (CAAD)	
OP.05 Knowledge generation	OP.05.01 Studies	Defines how actions for knowledge generation are carried out. The
	OP.05.02 Knowledge generation reports	

Process	Procedures	Objective
	OP.05.03 Organisation of in-person and online conferences.	activity is divided into four main areas: the carrying out of surveys of different groups, the management of the data linked to those surveys, the production of studies or reports, and the organisation of conferences to disseminate AQU Catalunya's knowledge.
	OP.05.04 Data management and visualisation	
OP.06 Appeals	OP.06.01 Resolution of teaching staff appeals	Describes the processing of appeals regarding the results of teaching staff and degree programme and institution assessments.
	OP.06.02 Challenge of degree programme decisions	
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 and maintenance of computer applications, as well as measures to ensure the optimal functioning of information systems, such as backups, cloud storage and incident management.
	S.03.12 ICT developments	
	S.03.12.01 Maintenance of ICT developments	
	S.03.13 ICT systems	
	S.03.13.01 Backups	
	S.03.13.02 Maintenance, monitoring and management of ICT capabilities	
	S.03.13.03 Management of ICT changes	

Process	Procedures	Objective
	S.03.13.04 Information security for the use of cloud services	
	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, such as document management, internal audits, corrective measures and improvements, risk management, and business continuity.
	S.04.02 QMS/ISMS audits	
	S.04.03.03 Paper file management	
	S.04.03.04 Development and management of methodologies	
	S.04.05 User satisfaction	
	S.04.07 Risk management	
	S.04.07.01 Analysis and management of information security risks	
	S.04.07.02 Criteria for risk analysis and management	
	S.04.08 Continuity guarantee procedure	
	S.10.04 Data protection rights (access, rectification, erasure, opposition, restriction of processing)	
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	

Process	Procedures	Objective
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 - PANGEA	