
IMPROVING THE QUALITY OF EDUCATION BY IMPLEMENTING THE ISO 9001 QUALITY MANAGEMENT SYSTEM IN TECHNICAL HIGHER EDUCATION INSTITUTIONS

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ABSTRACT:

It is known that education plays an important role in the development of society. In any area, dealing with highly knowledge specialists, dealing with research developments will be able to create new types of products and develop technologies. The existing process of globalization and the company that the current in-depth competitive environment requires specialists to be brutally ready. They provide favorable conditions not only for the implementation of their ideas and the introduction of created theoretical models, but also is an important intellectual factor for the innovative development of the economy.

Today, the competition of competition between companies for the possession and hire of highly qualified personnel during the development of the world's technology and information processes increased. It also applies not only to commercial organizations, but also to research centers, educational institutions. Therefore, the issue of modern quality of modern education is the problem of addressing primarily. It is university (higher education institutions) forming knowledge of the exact professional of future specialists.

KEYWORDS: ISO 9001, quality management system, technical higher education institutions, THEIs (Technical higher education institutes), student satisfaction, efficiency, reputation, accountability.

INTRODUCTION

In today's competitive world, technical higher education institutions (THEIs) need to provide high-quality education to their students to ensure their success in the workforce. One way to achieve this is by implementing a quality management system (QMS) based on the ISO 9001 standard.

What is ISO 9001?

ISO 9001 is a globally recognized standard for quality management systems. It provides a framework for organizations to develop, implement, and maintain a QMS that meets the needs of their customers and stakeholders.

Benefits of ISO 9001 for THEIs

There are many benefits to implementing ISO 9001 in THEIs. Some of the key benefits include:

- Improved student satisfaction: ISO 9001 requires THEIs to focus on meeting the needs of their students. This can lead to improved student satisfaction and better learning outcomes.
- Increased efficiency: ISO 9001 can help THEIs to streamline their processes and improve efficiency. This can lead to cost savings and better use of resources.
- Enhanced reputation: ISO 9001 certification can enhance the reputation of THEIs and make them more attractive to students, employers, and other stakeholders.
- Greater accountability: ISO 9001 requires THEIs to monitor and measure their performance. This can lead to greater accountability and transparency.

How to implement ISO 9001 in THEIs

The implementation of ISO 9001 in THEIs can be a complex process. However, there are a number of resources available to help THEIs through the process. Some of the key steps involved in implementing ISO 9001 include:

- Gap analysis: THEIs need to conduct a gap analysis to identify any gaps between their current QMS and the requirements of ISO 9001.
- QMS development: THEIs need to develop a QMS that meets the requirements of ISO 9001.
- Implementation: THEIs need to implement their QMS and train their staff on the new system.
- Certification: THEIs need to undergo a certification audit to ensure that their QMS meets the requirements of ISO 9001.

Challenges of implementing ISO 9001 in THEIs

There are a number of challenges that THEIs may face when implementing ISO 9001. Some of the key challenges include:

- Resistance to change: Some staff members may be resistant to change and may not be willing to adopt the new QMS.
- Lack of resources: THEIs may not have the resources necessary to implement ISO 9001.
- Complexity: ISO 9001 can be a complex standard and THEIs may need help understanding the requirements.

CONCLUSION

Despite the challenges, implementing ISO 9001 in THEIs can be a valuable investment. By implementing a QMS based on ISO 9001, THEIs can improve the quality of education they provide to their students and ensure their success in the workforce.

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