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# Quality Assurance and Development System (QAD) at STA

Swiss Traditional Chinese Medicine Academy (STA)

This QAD summary is based on the QAD strategy, the QAD regulations, the QAD rules and the QAD concept.

(For simplicity reasons the masculine form is used throughout the text; the feminine form is included in each case).

## Basics

Based on the overall strategy and the QAD strategy, STA has developed its QAD system. It defines what STA understands by good teaching, good study conditions, good research and good administrative performance.

## Objective

STA strives for the highest quality in the performance of its tasks. This applies to all areas: training and continuing education, research, promotion of young talent, employee development, internal and external services. All services are regularly evaluated, the results analyzed and appropriate measures initiated. In this way, quality is assured and continuously developed. Awareness of quality should be promoted among all members of STA in order to support the development of a quality culture. The following figure 1 shows the cycle for continuous improvement.

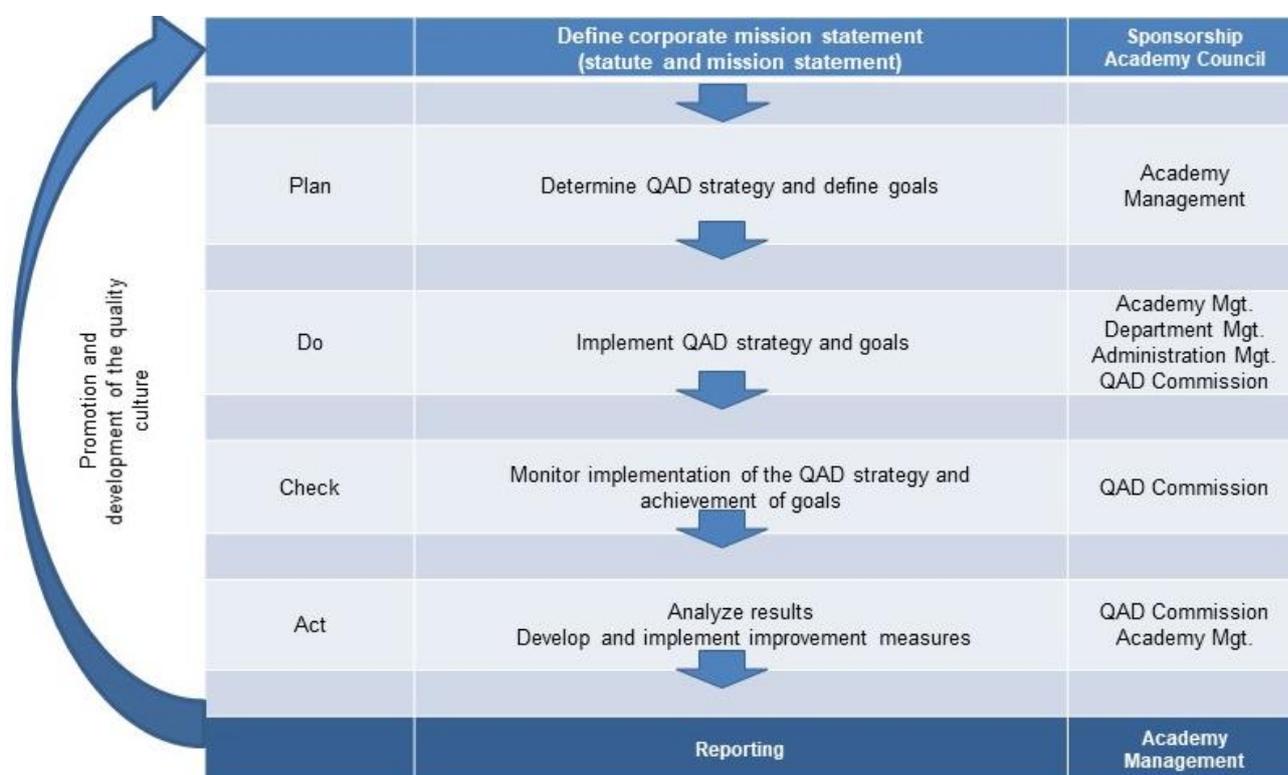


Figure 1: QAD cycle (PDCA cycle)

## Analysis and evaluation in the fields of teaching, research and services

The goals and contents for the evaluations are set out in checklists. For this purpose, key figures were defined in the areas of training, continuing education, research and the promotion of young talent, as well as services. The most important key figures are specified as target values and are monitored regularly. The STA uses questionnaires for this purpose. The results of the surveys are recorded, compared with the target values, and any necessary measures are implemented.

By completing the questionnaires, students and employees have a direct right of participation and thus the opportunity to ensure and further develop quality in all areas. Figure 2 below shows the process and responsibilities.

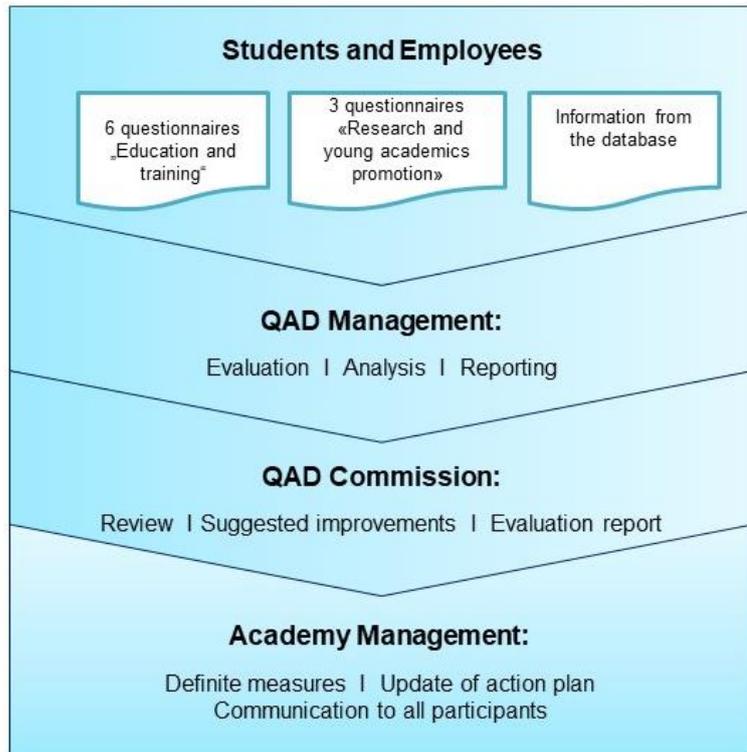


Figure 2: Procedures and responsibilities

### Evaluation Cycles

The following figure displays the evaluation cycles.

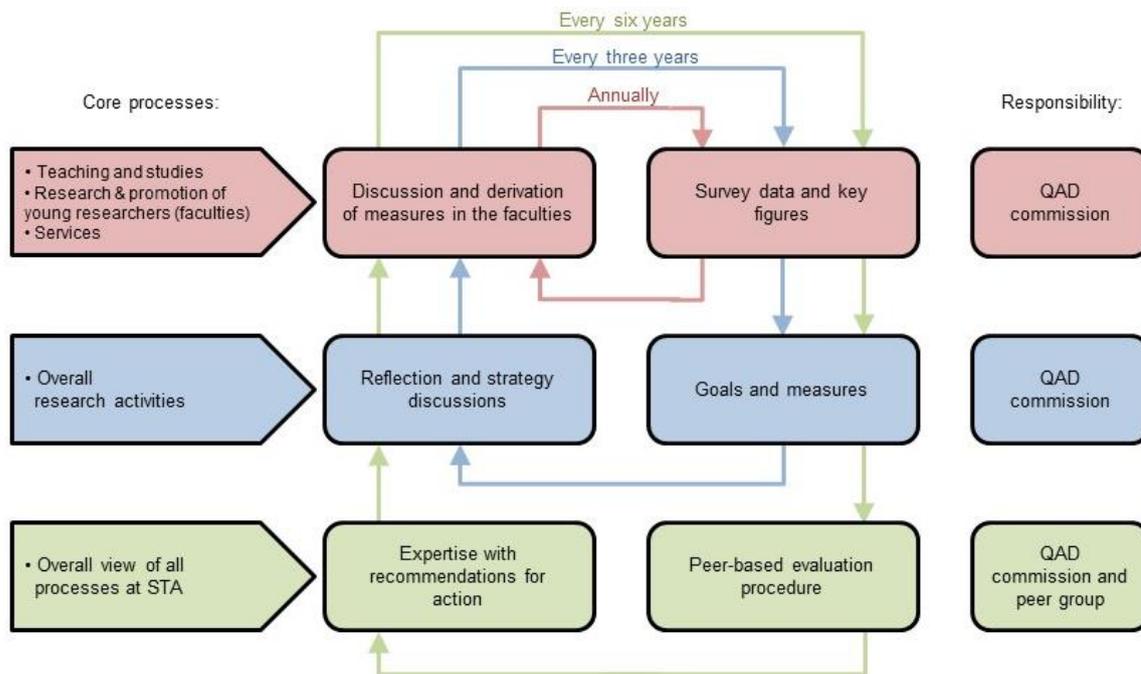


Figure 3: Evaluation cycles



*Cycle 1: Teaching, studies and services*

Students and employees are surveyed annually on the above-mentioned areas. The results are evaluated and analyzed with the departments in order to derive improvements.

*Cycle 2: Research, promotion of young researchers, services*

Every three years students, scientists and lecturers are interviewed. After evaluation, the results are discussed with the research team and the departments in order to initiate measures for improvement.

*Cycle 3: Teaching and studies, research and promotion of young researchers, services*

Every six years, all departments are reviewed by external experts ("peer-based evaluation"). The view from outside is a useful complement to the internal evaluations. This cycle aims at a fundamental evaluation of all departments with all their tasks and focuses on strategy development and further profile building. Special attention is paid to the conceptual design of the study programs.

**Position "QAD Management"**

The "QAD Management" officer is the contact for all questions concerning quality at STA. All students and employees can report any problems they encounter and make suggestions for improvement directly to the office. The "Suggestion for improvement" form is also available for this purpose.