



# The Faculty of Oenology IQAS Process Map

## Strategic processes

### Drafting and review of the quality policy and objectives

- PR-FE-001 Drafting and review of the quality policy and objectives

### Quality assurance of training programmes

- PR-FE-002 Programme planning
  - PR-GPQ-001 Design planning of new course programmes and technical evaluation of proposals
  - PR-GPQ-002 Programming and authorisation of programmes implementation
  - PR-SREd-001 Establishment and implementation of the programmes on-line teaching model
- PR-FE-003 Monitoring and periodic review of programmes
- PR-FE-004 Modification of programmes
- PR-FE-005 Suspension of programmes
- PR-FE-006 Accreditation of programmes
- PR-FE-007 Publication of information on the programmes

### IQAS definition, review and improvement

- PR-FE-008 IQAS definition, review and improvement

### Definition of academic staff policies

- PR-SRH-034 Maintenance of staff and teaching planning

## Operational processes

### Access, admission and registration of students

- PR-FE-014 Definition of the entry profile, access, recruitment, admission, registration and reception of master's degree students
- PR-FE-020 Definition of the entry profile, recruitment, registration and reception of bachelor's degree students
  - PR-ADOC-001 Planning and organisation of registration
  - PR-SGA-003 Implementation of registration
  - PR-SGA-001 Dissemination of information to students
  - PR-ADOC-008 Assessment of user satisfaction

### Development of training programmes

- PR-FE-009 Development of training programmes

### Management of student mobility

- PR-ICENTER-001 Management of outgoing mobility
- PR-ICENTER-002 Management of incoming mobility

### Management of the curricular external internships

- PR-FE-010 Management of the curricular external internships

### Management of thesis

- PR-FE-019 Management of bachelor's/master's thesis

### Student guidance

- PR-FE-013 Student guidance
  - PR-OOU-001 Professional guidance

## Support processes

### Management of material resources and services

- PR-FE-017 Management of material resources, and services (center)
  - PR-SRM-001 Management of installations incidents
  - PR-SRITIC-001 ICT incidents

### Inquiries, complaints, claims, suggestions and praise

- PR-FE-015 Inquiries, complaints, claims, suggestions and praise

### Management of teaching resources

- PR-FE-021 Management of teaching resources
  - Selection, recruitment and onboarding of teaching and research staff
  - Working life of teaching and research staff
  - Assessment and promotion of teaching and research staff
  - Payroll management
  - Social Security management
  - PR-SRH-087 Pension plan management
  - PR-SRH-097 Internal dissemination
  - PR-ICE-001 Teaching and research staff training

### Quality management

- PR-FE-016 Control of documents and evidences

STAKEHOLDER NEEDS, EXPECTATIONS AND REQUIREMENTS

STAKEHOLDER SATISFACTION