



UNIVERSITY OF PIRAEUS
SCHOOL OF MARITIME AND INDUSTRIAL STUDIES
DEPARTMENT OF INDUSTRIAL MANAGEMENT AND TECHNOLOGY

QUALITY POLICY
OF THE DEPARTMENT OF INDUSTRIAL MANAGEMENT AND TECHNOLOGY

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"The Department of Industrial Management and Technology recognizes Quality as the main means to achieve high quality academic and research work. The Department's quality culture is manifested in the commitment of its staff and students to this end. Staff and students work and collaborate in accordance with the values and objectives of the Department and embrace the University's and the Department's Vision, Mission, and Strategy. They adopt common policies, recognize good practices and participate in continuous improvement processes."

Department of Industrial Management and Technology Quality Statement

The Department of Industrial Management and Technology is committed to ensuring quality in all its policies and activities. It is also committed to providing quality education and research programs and useful services to satisfy the needs of the academic community and society. To do this, the Department offers people-centered, modern, accessible, equitable and inclusive education based on international quality standards.

Quality Policy of the Department of Industrial Management and Technology

The Department of Industrial Management and Technology applies a Quality Policy in order to continuously improve all its Study Programs, research activities and administrative services, with the aim of upgrading the academic and administrative work, as well as its general operation.

The Department's Quality Policy aims to achieve its Vision, as defined in its Strategy. The procedures for providing excellent education and ensuring high quality research constitute an integral part of it. All members of the academic community of the Department, based on the timeless values the Department adopts and advocates, contribute substantially to the effective achievement of the goals of the Department of Industrial Management and Technology. The main objectives of the Department are:

- To produce, disseminate and apply cutting-edge knowledge, expand its economic, social, and technological scientific fields and continuously adapt its curricula to scientific developments and the needs of society, with commitment to the principles of scientific ethics.
- To provide its students with a high level of university education and training.
- To strengthen its human resources and develop a favorable environment that creates the conditions for the success of its students, academic and administrative staff.
- To strengthen research and innovation, contributing to the construction and development of the European Higher Education and Research Area, and to a stronger link between applied research and production.
- To achieve extroversion and internationalization by expanding and intensifying international networking and strategic partnerships with academic and other sectors, shaping developments in European and international academia, and actively participating in the international community's efforts for development and prosperity.
- To upgrade and expand the infrastructure and services in order to achieve a sound material and technical environment and a more efficient operation of the institution.
- To strengthen the links with the local community and enhance the social impact of the Department's action, through the development of synergies for the continuous improvement of the education and research provided, as well as through the adoption and promotion of the objectives of sustainable development and social cohesion.

Quality Assurance is based on close cooperation between the academic and administrative units of the Department and the University to provide high quality services which will enable the Department to continuously meet both the international challenges of educational excellence and the expectations of students, graduates, teaching, research, and administrative staff, as well as the Department's partner/affiliated institutions and society.

The Department is committed to ensuring that its objectives are achieved by adopting a focused student-centered academic and research strategy and by developing an effective Quality Assurance System.

Framework of Department's Quality Policy

1. The Department operates on the basis of international quality standards.
2. The quality policy is in line with the strategic and operational objectives of the Department, at the level of academic and administrative functions.

3. All members of the academic community (students, academic and administrative staff) acknowledge and support the Quality Policy of the Department, and actively participate in the Quality Assurance System processes, as appropriate.
4. An effective and efficient Quality Assurance System, including a quality policy, procedures, and performance indicators, has been applied to contribute to the realization of the Department's vision and mission.

Quality Assurance System

The Quality Assurance System of the Department of Industrial Management and Technology defines the processes related to the effective organization of all its services, the utilization and development of its human resources, the rational management and utilization of resources and the compliance of the Department with the specifications of the Hellenic Authority for Higher Education (HAHE). Furthermore, it specifies the leadership's responsibility of the Department for the effective implementation of the Quality Assurance System and supports the academic principles of ethics and non-discrimination.

The aim of the Quality Assurance System is to achieve the high-quality operation of the Department and the continuous improvement of its educational and research work, as well as the effective operation and performance of its services, in accordance with international practices, in particular those of the European Higher Education Area.

The specific objectives of the Quality Assurance System. are:

1. The continuous evaluation and improvement of the services provided and the operation of the Department.
2. The support to the leadership and management in the implementation of the Department's Strategy.
3. The use of data to assess the extent to which the Department's strategic objectives are being achieved.
4. The effectiveness and efficiency of processes, as well as the establishment of good practices.

The scope of the Quality Assurance System is to ensure quality in the academic unit, administrative services, and human resources of the Department. The following key quality management processes are implemented on an ongoing basis:

1. Quality assurance procedures, used in the international academic community, related to the provision of excellent education and the assurance of high-quality research.
2. Quality assurance through the recruitment of high quality academic, research and administrative staff.
3. Continuous motivation and support of students in deepening knowledge in cutting-edge areas and acquiring skills in modern scientific fields.
4. Documentation of the quality system, including quality policy definitions and systematic monitoring of performance indicators.
5. Evaluation of research, education, and social interaction, as well as management and support services.
6. Internal evaluation.
7. Internal audits.