

**Workshop on Quality Management-Innovation Transfer
in Zespół Szkół Odzieżowych, Poznań 26.10.2012**

Report

1. Few words of welcome.
2. Information about the programme of the workshop.
3. Opening the meeting.
4. Introduction of the QuaG project.
5. Introduction of ISO 29 990.
6. Presentation of evaluation method and communication strategy in ZSiPKZ in Zielona Góra.
7. Presentation of changes in the new, 3rd edition of Quality Guidelines.
8. Discussion.
9. Lunch break.
10. Presentation of working groups results.
11. Summary of the workshop - conclusions.
12. Closing.

Ad 1. Host of the workshop - Maria Korczak - welcomed representatives from RKW Berlin: Dr Thomas Rau and Ms Katarzyna Łój, representatives from ZSiPKZ in Zielona Góra: Head Master Leszek Jastrubczak, Mr Bogusław Dąbrowski and Mrs Katarzyna Wiśniewska as well as all invited guests. 21 people from 13 organizations participated in the workshop.

Ad 2. The host introduced workshop programme.

Ad 3. The Head Mistress of ZSO - Mrs Grażyna Łakomiec opened the workshop. She thanked the guests for having come and for taking interest in the workshop.

Ad 4. Mrs Joanna Turkiewicz presented basic information about the QuaG project, realised within the Leonardo da Vinci programme. The project is about quality in management in educational organizations. (presentation attached)

Ad 5. ISO 29 990 norm and the steps to earn and maintain the quality certificate were presented by Mrs Małgorzata Kaczmarek and Mr Bogusław Dąbrowski. (presentation attached)

Ad 6. Mrs Katarzyna Wiśniewska presented method of evaluation and monitoring educational process as well as ways of dealing with internal and external communication in ZSiPKZ in Zielona Góra. (presentation attached)

Ad 7. Representatives of RKW - Dr Thomas Rau and Ms Katarzyna Łój - presented changes in the new, 3rd edition of Quality Guidelines with special focus on transnational character of education. (presentation attached)

Ad 8. Workshop participants were divided into two discussion groups. Group work was coordinated by Mrs Joanna Turkiewicz and Mr Bogusław Dąbrowski. The aim of the discussion was to exchange experiences on maintaining the quality of educational services in various educational organisations, to discuss new quality requirements, to draw interest to gaining quality certificate and benefits of having one.

Ad 10. Mrs Joanna Turkiewicz presented conclusions of the first working group:

- Many representatives of educational organisations were interested in steps necessary to earn ISO 29 990 quality certificate.
- Quality Guidelines are universally composed hence, it is possible to use them in various educational organisations.
- Guests noticed that it would be really required to promote Quality Guidelines among local authorities to get from them better support, including the financial one, in the aspiration to get and maintain the quality certificate.
- A good solution would be creating a separate position within educational organisation for a person responsible for quality assurance.

Mr Bogusław Dąbrowski collected conclusions of the second group:

- Discussion participants showed great interest in Quality Guidelines.
- The lack of appropriate financial resources for the audits makes it impossible to earn quality certificate in many institutions.
- Quality Guidelines will be used to improve quality in management in institutions who participated in the workshop.

Ad. 11. Dr Thomas Rau shortly summarised the workshop. He noticed that feedback information RKW receives during such meetings is of high value. This knowledge will allow to improve another version of Quality Guidelines.