

GUIDE TO ACHIEVE EXCELLENCE

May 2023



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1. STATEMENT OF PURPOSE

- 1.1 To promote a culture of excellence, creativity, and innovation in the University that enhances its reputation and distinguishes its citizens.
- 1.2 To provide an excellent education that contributes to economic growth, in line with Saudi Vision 2030.

2. APPLICABILITY

To all King Saud bin Abdulaziz University for Health Sciences (KSAU-HS) citizens in all its campuses, including King Abdullah International Medical Research Center (KAIMRC).

3. RELATED REFERENCES

- 3.1 Saudi Vision 2030.
- 3.2 APP011-P-V05-2022: President's Award for Excellence.
- 3.3 President's Awards for Excellence Handbook, 2022.
- 3.4 The Internal Quality Assurance System, KSAU-HS, V3, 2020.
- 3.5 Academic Accreditation Policies, Education and Training Evaluation Commission, 2022.

4. DEFINITIONS

- 4.1 **Citizens:** refers to the university students, faculty members, and employees.
- 4.2 **DOD:** refers to the Deanship of Development.
- 4.3 **DOQ:** refers to the Deanship of Quality Management.
- 4.4 **DQA:** refers to Development and Quality Assurance Units.
- 4.5 **DQMA:** refers to the Development and Quality Management Affairs.
- 4.5 **ETEC:** refers to Education and Training Evaluation Commission.

- 4.7 **IQAS**: refers to the Internal Quality Assurance System, KSAU-HS, V3 2020.
- 4.8 **NCAAA**: refers to National Centre for Academic Accreditation and Evaluation.
- 4.9 **QAA**: refers to Quality Assurance and Accreditation Units.
- 4.10 **SCFHS**: refers to Saudi Commission for Health Specialties.
- 4.11 **University/KSAU-HS**: refers to King Saud bin Abdulaziz University for Health Sciences and all its affiliated facilities in all regions including King Abdullah International Medical Research Center (KAIMRC).

5. GUIDELINES

- 5.1 The University is committed to improve and maintain quality assurance processes through effective support of leadership and active engagement of its citizens, according to IQAS. Which aim to:
 - 5.1.1 Develop the quality of health sciences programs
 - 5.1.2 Evaluate the quality assurance inside colleges
 - 5.1.3 Perform national and international accreditation
 - 5.1.4 Automate the quality activities and processes
 - 5.1.5 Develop a transparent dashboard and generate prompt feedback
- 5.2 The University has to develop a culture that nurtures creativity and innovation.
- 5.3 The University has to encourage and identify learning and development opportunities that promote its citizens' abilities, and skills to reach the best performance.
- 5.4 The University shall clarify performance goals and the potential outcomes of its citizens.
- 5.5 The University has to assist its citizens to meet the expectation set for them.

- 5.6 University citizens have to make all reasonable efforts to achieve University's work, learning and development goals.
- 5.7 The University shall monitor its citizens' performance regularly, and give them feedback about their performance. Such as: Annual performance evaluation for employees/faculty members, grades and exams for students, etc.
- 5.8 The citizen's manger or supervisor must take an action if the citizen's performance is unsatisfactory.
- 5.9 The University has to make all reasonable efforts to take the performance of each citizen to a higher level and support the University's ability to maintain performance.

6. MAINTAINING EXCELLENCE

6.1 Performance Quality

6.1.1 DQMA's responsibilities for maintaining Performance Quality, but not limited to:

- 6.1.1.1 Ensure and monitor institutional quality assurance operations
- 6.1.1.2 Provide leadership in bylaws development and institutional organization and governance
- 6.1.1.3 Provide guidance and oversight of KSAU-HS Strategic Planning process
- 6.1.1.4 Conduct continuous improvement efforts to enhance KSAU-HS recognition and global ranking
- 6.1.1.5 Establish KSAU-HS Institutional advancement to diversify funding streams
- 6.1.1.6 Support KSAU-HS efforts to improve efficiency through automation of processes and data

6.1.2 DOQ's responsibilities for maintaining Performance Quality, but not limited to:

- 6.1.2.1 Oversee and coordinate the quality assurance, especially at the colleges, deanships, research center, and other administrative departments
- 6.1.2.2 Coordinate and support the preparation of periodic program self-study
- 6.1.2.3 Lead the periodic institutional self-study
- 6.1.2.4 Ensure the efficiency and effectiveness of the IQAS implementation
- 6.1.2.5 Track implementation of policies and procedures related to quality and accreditation
- 6.1.2.6 Facilitate the training programs related to academic quality and accreditation
- 6.1.2.7 Organize independent review of activities related to quality and reconcile differing opinions
- 6.1.2.8 Develop and unify reporting formats of performance indicators and benchmarks
- 6.1.2.9 Promote and support academic quality research for future improvement
- 6.1.2.10 Provide advisory services to the internal stakeholders in the domain of academic quality and accreditation
- 6.1.2.11 Develop and update policies and procedures related to quality and accreditation
- 6.1.2.12 Manage unified university surveys system (AJWAD) for the academic programs
- 6.1.2.13 Develop the automated NCAAA forms system (AYSAR) periodically

6.1.3 DOD's responsibilities for maintaining Performance Quality, but not limited to:

- 6.1.3.1 Standardize and maintain University bylaws and its related policies and procedures

- 6.1.3.2 Lead the implementation of Strategic Plan and support the development of strategic plans for University units
- 6.1.3.3 Track performance and progress of University Strategic Plan Initiatives
- 6.1.3.4 Review ranking systems' criteria and instigate institutional action to improve University performance in global ranking systems
- 6.1.3.5 Develop and maintain University governance and organization
- 6.1.3.6 Collect and ensure availability of institutional data for University Annual and Achievements Reports, taking into consideration Ministry of Education's requirements, and continuously ensure availability of all needed data

6.1.4 DQA Units' responsibilities at colleges and deanships level for maintaining Performance Quality, but not limited to:

- 6.1.4.1 Support college Development and Quality Assurance
- 6.1.4.2 Spread and sustain quality culture at colleges level
- 6.1.4.3 Ensure the implementation of updated Administrative Policies and Procedures
- 6.1.4.4 Implement the accreditation process of the programs applications for national and international accreditation as applicable
- 6.1.4.5 Ensure archiving of programs accreditation documents for future enhancement
- 6.1.4.6 Provide support for institutional accreditation/re-accreditation
- 6.1.4.7 Collect, analyze and review reports, surveys, KPIs and benchmarks submitted by different Units
- 6.1.4.8 Submit regular reports to the appropriate bodies upon their request
- 6.1.4.9 Provide needed support to faculty, staff and students in areas related to his/her domain
- 6.1.4.10 Review resolutions of respective college committee meeting minutes/reports pertaining to quality and academic accreditation and ensure the implementation of any approved recommendations and measure effectiveness

6.1.4.11 Apply the principles of quality assurance based on the appropriate national accreditation bodies' standards (e.g. ETEC-NCAAA, SCHS and international) in different academic and non-academic units

6.1.4.12 Enhance the quality of research and its publication within their college or deanship

6.1.4.13 Perform any other duties related to college development, quality assurance and academic accreditation

6.1.5 QAA Units' responsibilities at the University administration affairs level for maintaining Performance Quality, but not limited to:

6.1.5.1 Apply the principles of quality assurance based on pre-determined standards, including ETEC-NCAAA if applicable, in different administrative units

6.1.5.2 Ensure the implementation of a quality program against pre-determined standards; including ETECNCAAA if applicable

6.1.5.3 Assure a systematic implementation of the approved policy and procedures, best utilization of resources, optimal administrative management, and monitor the outcomes of the system implementation

6.1.5.4 Submit the needed reports for institutional accreditation to be reviewed by the DOQ for further processing

6.1.5.5 Identify gaps and problems and implement the needed approved improvement plans

6.1.5.6 Ensure the presence and work on enforcing quality culture in the non-academic work place

6.1.6 Managers' responsibilities for maintaining Performance Quality, but not limited to:

6.1.6.1 Observe employees/faculty members' performance regularly, and address any decline in performance promptly

6.1.6.2 Assist employees/faculty members in setting their goals and developing their performance

6.1.6.3 Note any related issues that may have impacted on employees /faculty members' performance

6.1.6.4 Have regular conversations with employees/faculty members on work progress

6.1.7 Employees/Faculty Members' responsibilities for maintaining Performance Quality, but not limited to:

6.1.7.1 Inquire about their job performance and how to develop it, and discuss it with their manager

6.1.7.2 Discuss any related issues that may be impacting their performance with their manager

6.1.7.3 Provide assistance and guidance to their manager when needed

6.2 Innovation, and Creativity**6.2.1 The University is committed to make all reasonable effort to support the innovation and creativity. It might include:**

6.2.1.1 Encouraging new ideas and ways of doing things

6.2.1.2 Giving its citizens an access to knowledge sources

6.2.1.3 Supporting citizens' good ideas by executives

6.2.1.4 Rewarding innovators, or citizens with creative ideas

6.2.1.5 Encourage outstanding researches in the field of health sciences with a focus on applied studies

7. RESPONSIBILITY

7.1 University and KAIMRC leaders, colleges, deanships, departments, divisions, and units in KSAU-HS are responsible for implementing the provisions of this guide.

7.2 It is the responsibility of DOMA, DOD, and DOQ to ensure the efficiency and effectiveness of the IQAS.