

*Ho Chi Minh City, January 4, 2023*

**DECISION**

**Promulgate the Quality Improvement Process after External Assessment/  
Assessment at VNU-HCM of the University of Information Technology**

**PRINCIPAL OF THE UNIVERSITY OF INFORMATION TECHNOLOGY**

*Pursuant to the Prime Minister's Decision No. 134/2006/QĐ-TTg dated June 8, 2006 on the establishment of the University of Information Technology under the Vietnam National University Ho Chi Minh City (VNU-HCM);*

*Pursuant to Decision No. 867/QĐ-UHQG dated August 17, 2016 of the Director of VNU-HCM on the promulgation of the Regulation on organization and operation of member universities and faculties under VNU-HCM;*

*Pursuant to the Circular No. 12/2017/TT-BGDĐT dated May 19, 2017 of the Minister of Education and Training on the promulgation of Regulations on quality accreditation of higher education institutions;*

*Pursuant to Decision No. 1535/QĐ-ĐHQG dated 21/11/2022 of the Director of VNU-HCM on the promulgation of the Regulation on assessment and accreditation of higher education quality at VNU-HCM;*

*Pursuant to Decision No. 881/QĐ-ĐHCNTT dated December 25, 2018 of the Principal of the University of Information Technology on the promulgation of the Regulation on the internal quality assurance system of the University of Information Technology;*

*At the request of the Head of the Inspection – Legal Affairs - Quality Assurance Department,*

**DECISION:**

**Article 1.** The Decision is accompanied by the quality improvement process for the University of Information Technology, following external assessment/assessment at VNU-HCM.

**Article 2.** This Decision takes effect from the date of signing.

**Article 3.** Heads of relevant units, lecturers, staff and learners of the University of Information Technology are responsible for the implementation of this Decision./.

**Recipient:**

- As Article 3;
- Save: VT, ĐBCL.

**PRINCIPAL**

**(signed)**

**Nguyen Hoang Tu Anh**

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## PROCESS

### Quality improvement after external assesment/assessment at VNU-HCM of University of Information Technology

*Promulgated together with Decision No. 10/QD-DHCNTT dated January 04, 2023  
of the Principal of the University of Information Technology*

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## PROCESS

### QUALITY IMPROVEMENT AFTER EXTERNAL ASSESSMENT/ASSESSMENT AT VNU-HCM OF UNIVERSITY OF INFORMATION TECHNOLOGY

*(Promulgated together with Decision No. 10/QĐ-ĐHCNTT dated January 04, 2023 of  
the Principal of the University of Information Technology)*

#### **I. Purpose**

Continuous quality improvement is essential to maintain the current capacity to help the University always innovate itself, enhance capacity to better meet the expectations of stakeholders. This is a crucial activity of the internal quality assurance system, operating in compliance with the Planning → Do → Check → Act (PDCA) cycle to help the university constantly improve its quality, in line with national and international standards.

#### **II. Scope and subjects of application**

1. This document guides the steps to be implemented on quality improvement activities at higher education institution (HEI) level and training program level of the University of Information Technology (UIT), including resources, documents, implementation facilities and implementation responsibilities.

2. The University's administrative system includes the University Council, Advisory Councils, and organizations and associations; the management system includes Departments, Boards, Faculties, Subject Departments and Centers; Individuals such as lecturers, learners, employers, consultants, and other stakeholders invited to participate in the improvement work apply this process.

#### **III. Interpretation of terms**

In this document, the following terms shall be construed as follows:

**1. The quality of higher education institutions** is to meet of the goals set by the HEI, ensuring the requirements for educational goals of the Law on Higher Education, in line with the requirements of human resource training for both local and national socio-economic development.

**2. The training program** includes objectives, knowledge volume, structure, contents, methods and forms of assessment for subjects, disciplines, training levels, and output standards in accordance with Vietnam's national qualification framework.

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**3. Education quality assurance (QA)** means all guidelines, policies, objectives, management mechanisms, activities, conditions, resources and remedial measures to maintain and improve the quality of education in order to meet quality objectives.

**4. Assessment at VNU-HCM** is an educational quality assessment activity conducted by VNU-HCM to help the educational institutions determine the level of meeting the set objectives in each certain period.

**5. Quality accreditation or external assessment means *the*** assessment and recognition of the level of education institutions or training programs meeting education quality standards according to the promulgated sets of standards.

**6. Continuous quality improvement** is the process of reviewing and adjusting the activities of the HEI in the direction of better meeting the expectations of stakeholders, as reflected in the application of the PDCA cycle. In which, "A" is the step of adjustment and improvement that is carried out continuously, repeated many times in the entire quality assurance and post-inspection (post-inspection) activities to improve quality.

#### **IV. Documents and bases for implementation**

**1. Documents:** External assessment report, assessment report at VNU-HCM; national and international quality assessment standards and guidelines; internal policies and regulations:

- **HEI level:** Applying the university's internal QA system; standards of the Ministry of Education and Training according to Circular 12/2017/TT-BGDĐT regulating accreditation of higher education institutions; international and regional accreditation standards.
- **Training program level:** Apply AUN-QA standards version 4.0; European standards (ASIIN), references, regulations and guidelines of the Ministry of Education and Training, Vietnam's national university qualification framework, and other international references.

#### **2. Basis for continuous improvement**

- Using data to evaluate the quality indicators of the training center and training program;

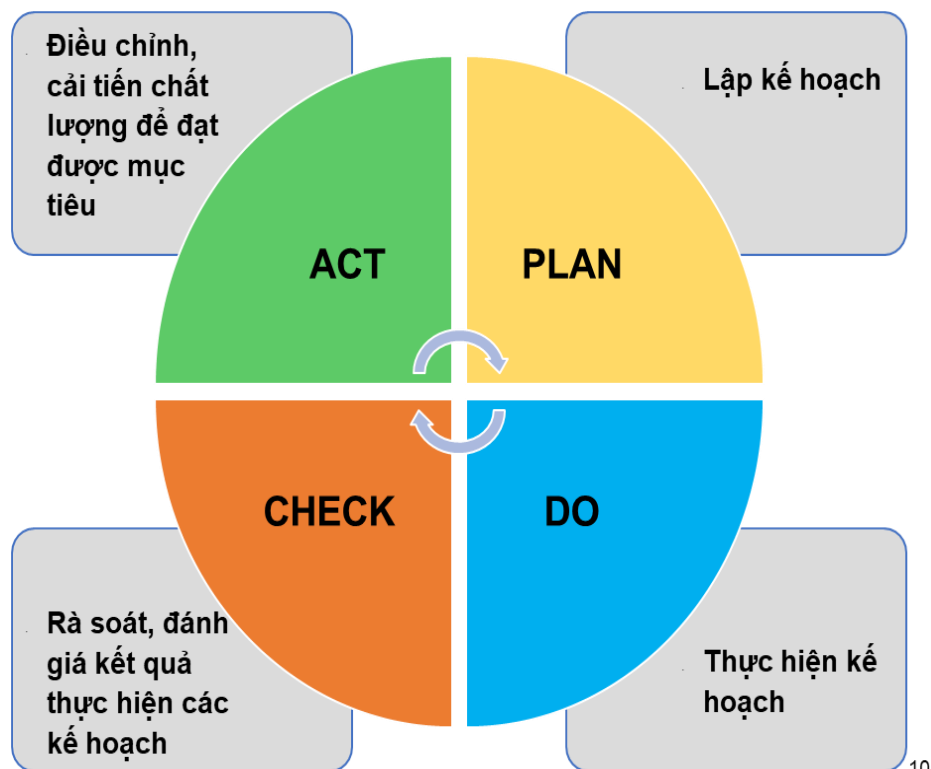
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- Consideration of university leaders; consider risks and opportunities;
- Internal and external assessment at the level of education and training training;
- Summarize the opinions of stakeholders (collect additional feedback or use existing survey results);
- Proposal of the QA department.

## V. Implementation cycle

The process of planning and implementing quality improvement activities according to the PDCA cycle includes the following main timelines with an implementation cycle of 5 years (according to the validity value of the certification of quality assessment results).

### *Quality Improvement Implementation Cycle (PDCA Cycle)*



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*First year (from after the results of the external/external assessment)*

Content	Implementation time	Unit in charge
<p><b><u>PLAN</u></b></p> <ul style="list-style-type: none"> <li>- Isolate the content of improvement and determine the responsibilities of stakeholders based on the report on the results of the external/external assessment at the level of HEI/Training Program. The improvement plan must analyze risks and opportunities, identify shortcomings to be overcome, strengths to be promoted, determine the responsibilities and coordination of stakeholders, determine the deadline and accompanying financial resources (if any).</li> <li>- Send the improvement plan after approval by the University leaders to relevant parties for implementation and organization of monitoring and supervision.</li> </ul>	<i>Two months after the results of the external assessment</i>	<ul style="list-style-type: none"> <li>- HEI level: the Inspection – Legal Affairs - Quality Assurance Department</li> <li>- Training Program level: Faculty</li> </ul>
<p><b><u>DO</u></b></p> <p>Relevant units/divisions make improvements according to the Plan and update the evidence on the University's online evidence management system.</p>	<i>March -15/11</i>	<i>Related units/divisions</i>
<p><b><u>CHECK</u></b></p> <ul style="list-style-type: none"> <li>- For the HEI level, the Department of Inspection, Legal Affairs, and Quality Assurance shall summarize the results of the improvement of units/departments up to the time of reporting and send them to the University Leaders.</li> </ul>	<i>15/11-30/11</i>	<ul style="list-style-type: none"> <li>- HEI level: the Inspection - Legal Affairs - Quality Assurance Department</li> <li>- Training Program level: Faculty</li> </ul>

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<p>- For the training program level, the Faculty is in charge of synthesizing and sending a report on the results of the improvement to the Department of Inspection, Legal Affairs, and Quality Assurance .</p> <p>- The Department of Inspection, Legal Affairs, and Quality Assurance reviews the results of the improvement of the Faculty and related units/departments, and reports to the University's leaders, then carries out financial settlement procedures (if any).</p>		
<p><b><u>ACT/IMPROVEMENT</u></b></p> <p>The Department of Inspection, Legal Affairs, and Quality Assurance advises the University's leaders to propose further improvements to the Faculty in charge and related units/departments (if any)</p>	<i>December</i>	<i>The Department of Inspection, Legal Affairs, and Quality Assurance</i>

***Second year (from the time of the results of the external/external assessment)***

<b>Content</b>	<b>Implementation time</b>	<b>Unit in charge</b>
<p><b><u>PLAN</u></b></p> <p>- The unit in charge shall assume the prime responsibility for adjusting the improvement plan and contents as proposed by the first-year review.</p> <p>- Send the approved improvement plan to relevant parties for implementation and organize monitoring and supervision.</p>	<i>January - February</i>	<p>- <i>HEI level: Department of Inspection, Legal Affairs, and Quality Assurance</i></p> <p>- <i>Training program level: Faculty</i></p>
<p><b><u>DO</u></b></p> <p>- The unit in charge of continuing to improve the contents according to the adjusted Improvement Plan, update information and data in the last 05 years, and update the evidence of improvement</p>	<i>March -15/11</i>	<p>- <i>HEI Level: Department of Inspection, Legal Affairs, and Quality Assurance</i></p>

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to the University's online evidence management system. - Relevant units/departments coordinate to make improvements according to the Plan and update the evidence on the University's online evidence management system.		- <i>Training program level: Faculty</i> - <i>Related units/departments</i>
<p><b><u>CHECK</u></b></p> - For the HEI level, the Department of Inspection, Legal Affairs, and Quality Assurance shall summarize the results of the improvement of units/departments up to the time of reporting and send them to the University Leaders. - For the training level, the Faculty is in charge of synthesizing and sending a report on the results of the improvement to the Department of Inspection, Legal Affairs, and Quality Assurance. - The Department of Inspection, Legal Affairs, and Quality Assurance reviews the results of the improvement of the Faculty and related units/departments, and reports to the University's leaders, then carries out financial settlement procedures (if any).	15/11-30/11	- <i>HEI level: Department of Inspection, Legal Affairs, and Quality Assurance</i> - <i>Training level: Faculty</i>
<p><b><u>ACT/IMPROVEMENT</u></b></p> The Department of Inspection, Legal Affairs, and Quality Assurance advises the University's leaders to propose further improvements to the Faculty in charge and related units/departments (if any).	December	<i>The Department of Inspection, Legal Affairs, and Quality Assurance</i>

***Third and fourth year (from the time of the external/ internal external assessment results)***

Content	Implementation time	Unit in charge
Perform the same contents in the second year.		

***Fifth year (from the time the results of the external// internal external assessment are available)***



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Content	Implementation time	Unit in charge
<p><b><u>PLAN -&gt; DO -&gt; CHECK-&gt; ACT</u></b></p> <ul style="list-style-type: none"> <li>The unit in charge coordinates with relevant units/departments to review the entire improvement process according to the Plan.</li> <li>The unit in charge writes the Self-Assessment Report (SAR) according to the contents of the previously assessed set of standards or the new set of standards to prepare for the next assessment/QA cycle (in accordance with current regulations). The Department of Inspection, Legal, and Quality Assurance organized the writing of the SAR at the HEI level, and the Faculty organized the writing of the SAR at training program level.</li> <li>The Department of Inspection, Legal, Affairs and Quality Assurance establishes internal and external assessment procedures for the next cycle.</li> </ul>	<p><i>1 month - at least 3 months before the external assessment period</i></p>	<p><i>- HEI level: Department of Inspection, Legal Affairs, and Quality Assurance</i></p> <p><i>- Training program level: Faculty</i></p>

## VI. Process of quality improvement at the HEI level

### 1. Flowchart

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**Flow chart of quality improvement process after external/ assessment at VNU-HCM of HEI**

	Units	University Leaders	Department of Inspection, Legal Affairs, and Quality Assurance	Records/Forms
Step 1			Planning for quality improvement at the HEI level based on the assessment result	Form 1
Step 2		Approve improvement plan		
Step 3	Implement the plan		Monitor and support units to implement	
Step 4	Report on the plans implementation			Form 2
Step 5			Summarize the improvement results	
Step 6	Not passed	Evaluation of improvement		
Step 7	Make other improvements	Passed	Archive the results	

**2 Explain**

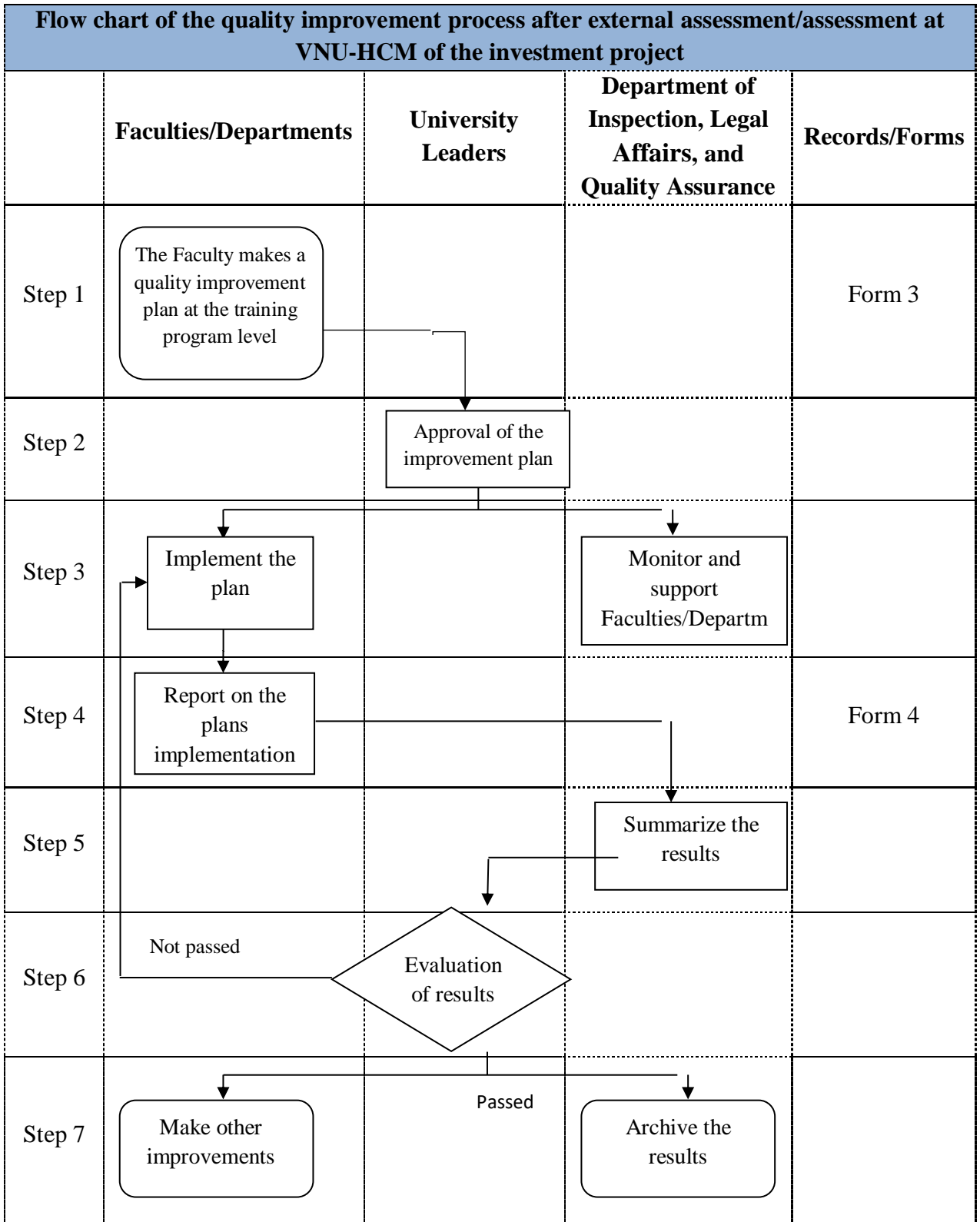
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Step	Implementation content	Responsible Unit/Individual	Time
1	Make a plan to improve the quality of activities based on the recommendations in the report on the assessment results at the HEI level	Department of Inspection, Legal Affairs, and Quality Assurance	Within 60 days after receiving the results
2	Approval of quality improvement plans	University Leaders	
3	Implement quality improvement as planned.	Units	According to the plan
	Track progress and support units in the process of implementing improvements.	Department of Inspection, Legal Affairs, and Quality Assurance	
4	Send a report on the implementation of the plan and improvement results to the Department of Inspection, Legal, and Quality Assurance.	Units	According to the plan
5	Summarize and send a report to the University's leaders on the results of quality improvement at the HEI level.	Department of Inspection, Legal Affairs, and Quality Assurance	According to the plan
6	Evaluate the results of improvement and direct the quality improvement work.	University Leaders	According to the plan
7	If the improvement activity is satisfactory, the Department of Inspection, Legal Affairs, and Quality Assurance shall store the improvement results, and the units shall make other improvements.	Department of Inspection, Legal Affairs, and Quality Assurance , Units	As directed
	If the improvement activity needs to be adjusted, fixed, go back to step 3.	Units	

## VII. The process of improving the quality of the training program

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**1. Flowchart**



**2. Explain**

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Step	Implementation content	Responsible Unit/Individual	Time
1	Make a plan to improve the quality of activities based on the recommendations in the report on the assessment results at the HEI level	Faculties/Departments	Within 60 days after receiving the assessment result
	The Department of Inspection, Legal Affairs, and Quality Assurance shall consider and comment on the quality improvement plan of the Faculty/Department (if any)	Department of Inspection, Legal Affairs, and Quality Assurance	
2	Approve the quality improvement plan.	University Leaders	
3	Implement quality improvement according to the Plan.	Faculties/Departments	According to the plan
	Track progress and support Faculties/Departments in the process of implementing improvements.	Department of Inspection, Legal Affairs, and Quality Assurance	
4	Send a report on the implementation of the Plan and improvement results to the Department of Inspection, Legal Affairs, and Quality Assurance.	Faculties/Departments	According to the plan
5	Summarize and send a report to the University's leaders on the results of quality improvement at the training level; advise the University's leaders on the next improvement contents (if any)	Department of Inspection, Legal Affairs, and Quality Assurance	According to the plan
6	Evaluate the results of improvement and direct the next quality improvement.	University Leaders	According to the plan
7	If the improvement activity is satisfactory, the Department of Communication, Communication, and Discipline and the Faculty/Department shall store the improvement results, and the relevant units shall make other/subsequent improvements.	Department of Inspection, Legal Affairs, and Quality Assurance, Faculties/Departments	As directed
	If the improvement activity is not satisfactory, it is necessary to adjust, overcome, and return to step 3.	Faculties/Departments	

### VIII. Organization of implementation

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1. The Department of Inspection, Legal Affairs, and Quality Assurance is responsible for explaining the current status of the University's quality improvement work and advising the University's leaders, making a plan for further improvement, consulting, and presiding over the implementation according to the University's regulations.
2. The Faculty is responsible for explaining the current status of the quality of training programs of the Faculty; make a plan for further improvement, assume the prime responsibility for organizing the implementation according to the University's regulations.
3. The University's leaders approved the improvement plan and decided to apply the results of improvement at all levels of HEI and training program.
4. During the implementation process, this process will be reviewed and adjusted to suit the actual situation and the needs of stakeholders.

**PRINCIPAL**

**(signed)**

**Nguyen Hoang Tu Anh**

**ADDENDUM**

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## FORMS

Form 1. HEI level quality improvement plan

Form 2. Report on the results of quality improvement at the HEI level

Form 3. The plan to improve the quality of the training program

Form 4. Report on the results of quality improvement at the training program level

***Form 1: HEI quality improvement plan***

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**UNIVERSITY OF  
INFORMATION TECHNOLOGY  
INSPECTION, LEGAL  
AFFAIRS AND QUALITY  
ASSURANCE DEPARTMENT**

**SOCIALIST REPUBLIC OF VIETNAM  
Independence – Freedom – Happiness**

*Ho Chi Minh City, Date Month 20xx*

**PLAN TO IMPROVE THE QUALITY OF HEI AFTER EXTERNAL/ASSESSMENT  
AT VNU-HCM ACCORDING TO STANDARDS.....**

No.	Standard	Criteria	Exist	Improvement activities (referring to the recommendations of the External Assessment Team)	Implementing unit	Implementation time	Expected Results
1							
2							
3							
4							
5							
6							

**PLANNING  
INSPECTION, LEGAL AFFAIRS  
AND QUALITY ASSURANCE  
DEPARTMENT**

**APPROVE  
PRINCIPAL**

*Form 2: Report on the implementation of quality improvement at the HEI level*



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UNIVERSITY OF  
INFORMATION TECHNOLOGY  
UNIT.....

SOCIALIST REPUBLIC OF VIETNAM  
**Independence – Freedom – Happiness**

*Ho Chi Minh City, Date Month 20xx*

**REPORT ON THE IMPLEMENTATION OF QUALITY IMPROVEMENT  
AFTER EXTERNAL ASSESSMENT/ ASSESSMENT AT VNU-HCM  
ISSUANCE OF ADMINISTRATIVE SERVICES ACCORDING TO .....  
STANDARDS**

**1. Work done**

No.	Improvements (Planned)	Implementation time (according to plan)	Works performed	Accompanying Evidence	Completion assessment (quantitative and qualitative)
1	Contents 1				
2	Contents 2				
3	.....				

**2. Work in progress**

No.	Improvements (Planned)	Implementation time (according to customers)	Work in progress
1	Contents 1		
2	Contents 2		
3	.....		

**3. Undone work and causes**

No.	Improvements (Planned)	Implementation time (according to plan)	Undone work	Cause
1	Contents 1			
2	Contents 2			
3	.....			

**4. Recommendations and proposals**

**UNIT HEAD**  
*(Signed)*

*Form 3: Plan for quality improvement at the training program level*

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UNIVERSITY OF  
INFORMATION TECHNOLOGY  
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**SOCIALIST REPUBLIC OF VIETNAM**  
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*Ho Chi Minh City, Date Month 20xx*

**QUALITY IMPROVEMENT PLAN AFTER EXTERNAL /ASSESSMENT AT VNU-  
HCM ACCORDING TO STANDARDS...  
PROGRAM....**

No.	Standard	Criteria	Exist	Improvement activities (referring to the recommendations of the External Assessment Team)	Implementing unit	Implementation time	Expected Results
1							
2							
3							
4							
5							
6							

**PLANNING  
FACULTY/DEPARTMENT**

**INSPECTION, LEGAL  
AFFAIRS AND QUALITY  
ASSURANCE DEPARTMENT**

**APPROVE  
PRINCIPAL**

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***Form 4: Report on the implementation of quality improvement at the training program level***

UNIVERSITY OF  
INFORMATION TECHNOLOGY  
FACULTY/DEPARTMENT

SOCIALIST REPUBLIC OF VIETNAM  
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*Ho Chi Minh City, Date Month 20xx*

**REPORT ON THE IMPLEMENTATION OF QUALITY IMPROVEMENT  
AFTER EXTERNAL ASSESSMENT/ASSESSMENT AT VNU-HCM ACCORDING TO  
STANDARDS....  
PROGRAM.....**

**1. Work done**

No.	Improvements (Planned)	Implementation time (according to plan)	Works performed	Accompanying Evidence	Completion assessment (quantitative and qualitative)
1	Contents 1				
2	Contents 2				
3	.....				

**2. Work in progress**

No.	Improvements (Planned)	Implementation time (according to customers)	Work in progress
1	Contents 1		
2	Contents 2		
3	.....		

**3. Undone work and causes**

No.	Improvements (Planned)	Implementation time (according to customers)	Undone work	Cause
1	Contents 1			
2	Contents 2			
3	.....			

**4. Recommendations and proposals**

**HEADS OF  
FACULTY/DEPARTMENT**



**QUALITY IMPROVEMENT  
PROCESS AFTER  
EXTERNAL/INTERNAL  
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