

*Approved as a part of QUALITY HANDBOOK  
By the Member of the Board of JSC "TSI"  
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## **QUALITY POLICY OF THE TRANSPORT AND TELECOMMUNICATION INSTITUTE**

The Transport and Telecommunication Institute aims to take the leading position among Latvian higher education institutions by providing specialist education with higher education and doctoral degree in scientific research, consulting services, and professional development/ lifelong learning activities

The quality management policy of the Transport and Telecommunication Institute focuses on meeting the needs of its customers (education service users and corporate customers) at the level required by the economic development of the Republic of Latvia, dictated by the global higher education market, legislation and cooperation agreements.

Our quality objectives and targets are based on providing effective feedback to consumers, partners, and employees, and are focused on continually improving the quality of our performance.

Our scientific activity is at the core of defining and realizing all TSI development goals and activities.

Achieving quality objectives and ensuring the level of quality achieved is based on a quality management system that includes study and research work.

The development, implementation and maintenance of a quality management system that covers all the Institute's staff and activities are focused on the implementation of this policy. The Transport and Telecommunication Institute's staff are knowledgeable professionals in their field and make every effort to earn the Institute's deserved recognition and leadership in the global education services market. The senior management of the Institute takes a leading role in the implementation of this quality policy and is committed to providing its staff with the necessary support and resources.

TSI's quality policy has received support from all levels of management and aims to demonstrate that all services provided by the Institute meet customer requirements and exceed their expectations.

### **Principles of Quality Management**

The successful management and administration of the Institute requires the systematic implementation of these activities. Strategic goals can be achieved by implementing and maintaining a management system that focuses on continuous performance improvement to meet the needs of all stakeholders.

The guiding principles for quality management in education services and training should be used by the Institute's management to improve its efficiency:

- *orientation towards consumers of educational services*

The institute needs to focus on the needs of its customer-education service users, so its staff and managers at all levels need to know and understand what is or will become relevant today, meet customer requirements and strive to exceed their expectations.

- *the role of senior management*

Senior managers should achieve coherence between the goals and directions of development of the Institute's quality management system for education services, and create an internal environment for corporate governance that allows the full involvement of all university staff in the process of achieving strategic goals.

- *employee involvement in management processes*

Implementing educational services and research objectives for staff engagement enables the Institute's management to fully utilize its staff capabilities to the benefit of both the Institute and its clients.

- *approach to management as a process*

Planned results should be achieved through effective methods where the appropriate types of educational activity and the tools, it require, are managed and managed as a process.

- *system approach to management*

Identify, understand, guide and manage educational processes as key determinants of the Institute's effectiveness and efficiency in achieving its strategic goals.

- *continuous improvement of the quality system*

The principle of continuous improvement of the quality management system of the Institute must be effectively implemented in order to continuously meet the demands of the clients receiving educational services at the institute.

- *evidence-based decision making*

Effective decision-making within the quality management system of education services requires the implementation of the principle of a legal basis for decision-making, based on an objective analysis of data and information, and excluding voluntarism and authoritarianism.

- *mutually beneficial customer relations*

In order to ensure the effectiveness of the Institute's quality service relationship with its external and internal clients, continuous monitoring of these processes with appropriate analysis and regular proposals to improve the system, which will enhance the ability of both parties to create new values in the field of educational services

## **Guarantees for the implementation of the quality policy of TSI**

*Internal TSI Policy Assurance Realization includes:*

- TSI quality management system design, implementation, maintenance and development in accordance with the requirements of the international standard ISO 9001: 2015;

- Effective functioning of the quality management system of education services, regular internal audit of the institute's quality management system;
- Continuous monitoring of all specialist training processes and analysis of potential deviations;
- Implementation of the principle of continuous improvement of the quality management system of education services and specialist training;
- Constant quality management, a set of documented procedures, work instructions, etc. updating according to the requirements of international standards;
- Regular certification of internal staff, student and teaching staff positions.

*External guarantees of TSI policy implementation includes:*

- Certification of the TSI Educational Services and Research Quality Management System according to the requirements of ISO 9001: 2015 and periodic monitoring provided by the well-known international certification organization TUV Rheinland;
- Regular internal audits of the TSI quality management system;
- Continuing renewal of licenses for educational activities;
- National and international accreditation of the Institute.