

A G E N D A „The Role of Management in Internal Quality Assurance (QA) Processes“

May 08, 2008; Chairperson: Wolfgang Benedek, PhD, Karl-Franzens University, Graz

09:00 – 09:30	Registration of participants	
09:30 – 10:00	Opening addresses Presentation of project and activities	Wolfgang Benedek, PhD, WUS Austria Chairman and Karl-Franzens University, Graz representative Almir Kovačević, MSc, Executive Director, WUS Austria Nina Kovač, Program Manager, WUS Austria
10:00 – 11:30	Experiences of BH Universities	Presentators
	„Quality assurance model at University of Mostar“	Snježana Rezić, PhD, QA Coordinator Dražena Tomić, PhD, Vice-rector, University of Mostar
	“Essential and formal authority and responsibility of management in QA”	Edin Delic, PhD, QA Coordinator, University of Tuzla
11:30 – 12:00	Coffee Break	
12:00 – 13:00	„The significance of the management's role in project implementation at an intergrated university“	Wolfgang Benedek, PhD, WUS Austria Chairman and Karl-Franzens University, Graz representative
13:00– 14:30	Lunch Break	
14:30 -16:30	“Developing a quality culture: the basic framework” “Developing a quality culture: the management’s role” “University self-assessment – practical example – WU Wien”	Oliver Vettori, MSc, Head of Unit for Quality Management and Promotion, Economic University of Vienna
16:30 – 17:30	Q/A session, discussion	
May 09, 2008; Workshop moderation: WUS Austria		
09:30 – 12:00	Developing of the Project Timetable – SELF evaluation – Developing of the University strategies	Workshop – all participants



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