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The ACSUG's fundamental mission is to promote and oversee compliance with the Galician University System's quality guarantee. Among other tasks, this includes the pursuit of continual improvement and the sharing of relevant information about the Agency's activities and their results. This is done in order to ensure that the Galician University System (SUG) will always be able to adapt to its current socio-economic circumstances.

The goal of the ACSUG is to be recognised, both within Spain and internationally, for its effective, high-quality work in the area of guaranteeing university quality. The Agency's efforts always take place based upon the principles of independence, objectivity, and transparency, with both national and international standards for quality in higher education taken as its foundation.

The directors of the ACSUG understand the importance of offering the Agency's services in the most efficient manner possible in order to satisfy the needs of those making use of them, and as such it has implemented a Quality Management System based upon the ISO 9001 standard.

The Agency is also committed to carrying out an annual programme focused on achieving a series of quality objectives. Pursuit of those objectives is the underlying foundation for this policy, since it allows the Agency to continually improve the efficiency of the services it provides.

The Quality Management System is based upon the following general aims:

- 1) To establish a documented working process in order to ensure that the expected results are achieved during the various processes carried out by the ACSUG.
- 2) To ensure compliance with all applicable legal requirements, rules, and regulations.
- 3) To establish a continuous training programme in order to ensure adequate preparation of the staff while also making it possible to improve the performance of the Management System.
- 4) To analyse information from within the ACSUG as well as from clients and users, in order to prevent errors, improve the services provided, and ensure that those receiving the services are fully satisfied.

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5) To maintain a fluid system for communication among the Agency's staff and clients, as well as with other stakeholders, in order to ensure that the Management System remains transparent and that information related to it can be effectively shared.

The ACSUG's directors are directly responsible for the efficacy and application of the Quality Management System, and a Quality Supervisor has been appointed to oversee the system. The person holding this position collaborates directly with the Agency's staff in order to direct the implementation, operation, and ongoing maintenance of that Management System, by evaluating its suitability and proper application, identifying any problems that may exist, verifying its effectiveness, and coordinating activities that will have an influence on the services provided.

This policy is revised periodically at the meetings held by the ACSUG Board of Directors and it is notified to all staff members who are involved with activities directly or indirectly related to the Quality Management System. This policy is also made available to the Agency's users and to the public on the ACSUG's notice board and website.



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