

The Quality @ECU Model

The ECU approach to quality is University-wide, embedding and supporting quality throughout the University with the philosophy that “We are all responsible for Quality @ECU”.

Quality@ECU consists of the Plan, Do Review and Improve cycle of Continuous Improvement and integrates principles of the Australian Business Excellence Framework. The approach assists the University to achieve its Mission, Vision, Values and Strategic Priorities as outlined in *ECU:Engaging Minds; Engaging Communities. Towards 2020*

Strategic Priority 1

Engaging and serving our communities.

Strategic Priority 2

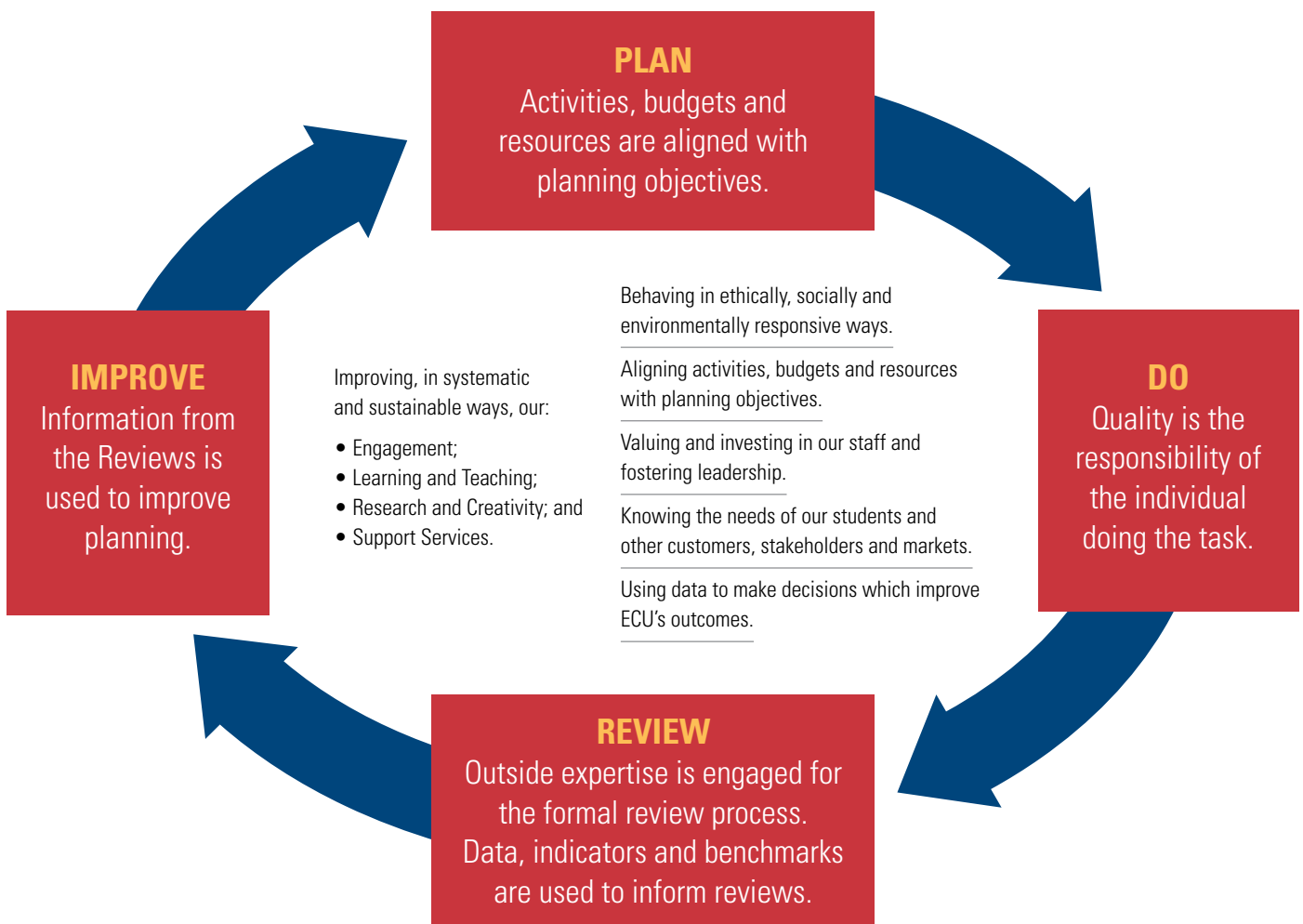
Providing a supportive and stimulating learning environment.

Strategic Priority 3

Developing research focus, depth and impact.

Strategic Priority 4

Building organisational sustainability.



“We are all responsible for Quality@ECU.”



To find out more about how you and your School, Business Unit, Faculty or Centre can apply Quality@ECU principles:

Participate in Quality Professional Development

Professional Development sessions are run throughout the year to assist you in developing a better understanding of Quality@ECU and the skills to utilise best practice principles and processes in your own work area.

- Benchmarking – learn the theoretical and practical aspects of benchmarking and the process involved to enable you to embark on your own benchmarking project (soon to be offered online).
- Documentation – an introduction to the benefits, guidelines and role of documentation including hands on experience in process mapping.
- Process Improvement – develop an understanding of the principles, process and approach to continuous improvement, and learn key tools to utilise in your own work situation.

Visit <https://orian.ecu.edu.au/> for more information or to enrol.

Visit the Equity and Quality Unit Website

Visit www.ecu.edu.au/equ for information about: Annual Reviews; School Reviews; AUQA Cycle II; quality initiatives, best practices (PPP Scheme)

Keep In Touch With The Equity and Quality Unit

Keep the Equity and Quality Unit informed of your School's/Unit's or Faculty's/Centre's current:

- Benchmarking activities;
- Consultative Committees;
- Course accreditations; and
- Best Practice processes and projects.

Join the Quality Support Network

The Quality Support Network is a group of ECU staff members with an operational role in the Quality@ECU agenda. The network meets on a six-weekly basis to: exchange information; monitor quality processes; and support staff involved in quality activities.

Email equ@ecu.edu.au or call 6304 2204 to speak with a member of the Equity and Quality Unit.

FOR ADDITIONAL INFORMATION

please contact the Equity & Quality Unit www.ecu.edu.au/equ