QMS

Organization Context, Factors and Interested Parties

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1. Purpose

This methodological instruction describes all internal and external factors of the LEPL (Legal Entity of Public Law) "Georgian Technical University" that correspond to the organization's strategic development directions and that, with the support of the implemented QMS system, determine the achievement of the quality management policy and objectives and the ability to obtain the expected results.

2. Scope

This methodological instruction is mandatory for all structural units of the organization that fall within the scope of the QMS, taking into account the following factors:

a) internal and external factors;

b) interested parties and their requirements;

c) educational product and service;

d) evaluation of processes and continual improvement.

The University satisfies all requirements of the international standard.

The scope of the organization's QMS standards is formulated in documented form as follows:

- **Direction of the organization's activity –** teaching, learning and scientific research.
- **Target audience –** professors, students, school-leavers/applicants, family members of students and applicants, representatives of state sectoral agencies, expert/professional community, and representatives of the sectoral labor market.

The scope of the QMS is available to the organization's personnel and to interested parties.

3. Terms and Definitions Used

The terms and definitions used in this methodological instruction correspond to the terms and definitions given in the standards, as well as:

The following specific abbreviations are used in this methodological instruction:

QMS – Quality Management System;

MI – Methodological Instruction;

QMS Leader – Management representative in the field of quality;

Mand. (სავ) – Mandatory;

Part. (მონაწ) – Participant.

4. Context of the Organization

Context of the organization – the circumstances and factors, clearly understood and assessed by the organization, in relation to a created case or idea.

5. Understanding the Organization and Its Context

Based on its strategic development directions, the organization has determined the relevant internal and external (positive and negative) factors that affect the University's management policy, the achievement of its objectives, and its ability to obtain the intended results. The University has carried out monitoring and analysis of information on internal and external (positive and negative) factors (F-MI-07B).

When determining the external factors (context), the University's working group took into account issues arising from local, regional, national or international requirements relating to the legal, technological, competitive, market, cultural, social and economic environment.

The organization's external factors are:

- Trends in the education market, such as new services and technologies and changes in customer requirements; ecology and occupational safety regulations;
- Funding, such as donations from other sources;

- Demographic factors, e.g., customer age, race, gender and culture;
- Relationships with partner organizations;
- Political, ecological and economic regulations.

Internal factors, in turn, mean issues arising from the University's requirements with regard to values, culture, competence, knowledge, functioning and ethics.

The organization's internal factors are:

- Availability of financial resources, such as funding (budget), sources of income and other opportunities;
- Physical resources, such as the organization's location, infrastructure, software, supporting systems and equipment;
- Human resources;
- Availability of patents and copyrights;
- Ongoing processes, such as employee development programs, department hierarchies and software systems;
- The organization's culture and image;
- Personnel potential and effectiveness, and others.

6. Requirements/Expectations of Interested Parties

The University determines:

a) the interested parties that are significant to the QMS;

b) the requirements of the interested parties that are significant to the QMS (F-MI-07C).

The University periodically carries out monitoring and analysis of information on the interested parties and their requirements.

7. Evaluation of the Functioning of Systems

The organization evaluates the functioning and effectiveness of the QMS. Every process owner evaluates the process under their management in accordance with their own competence and, at a pre-established frequency, ensures that the result of the evaluation of that process (process KPI) is reported (F-MI-07D) to the Representative Council.

The organization retains reported documented information on processes as evidence of results and as a factual basis for making appropriate decisions regarding the process.

8. Accompanying Documented Information

Designation	Title
ISO 9001	Quality Management System – Requirements
MI-02	Control of Documented Information

Designation	Title
MI-03	Internal Audit
MI-04	Correction and Corrective Actions
MI-05	Management of Nonconformity
MI-06	Management of Risks and Opportunities
	Organization's Policy
	Objectives – Strategic Plan
F-MI-02A	List of External Documented Information
F-MI-02B	List of Internal Documented Information
F-MI-02C	List of Documented Evidence
MR	Management Review

9. Approval Sheet

Developer	Date	Signature
QMS Leader		
Approved		
Rector / Chancellor		

Annex "A" – Form F-MI-07A-01

Objectives – Annual Strategic Program Form

Objectives of the LEPL "Georgian Technical University", Quality Management Strategic Program for 2021

Prepared by:	**Signature**	**Approved by:**	**Signature**
QMS Manager		Rector / Chancellor	
Date:		Date:	

No.	**Objective**	**System**	**Planned Activity / Measures**	**Responsible for Implementation (Designation)**	**Implementation Deadlines**	**Criterion for Verifying the Measure**	**Required Resources**	**"SMART" Indicator of the Objective**	**Note on Implementation**

Agreed:

_____ Date: ___/___/_____

_____ Date: ___/___/_____

_____ Date: ___/___/_____

Annex “B” – Form F-MI-07B-01

Analysis of the Organization’s Internal and External Factors (SWOT)

No.	S – Strength	W – Weakness	O – Opportunities	T – Threat

Note: _____

Signature / Date:

_____ ___/___/____

_____ ___/___/____

_____ ___/___/____

Annex “C” – Form F-MI-01C-01

Form number is printed as “F-MI-01C-01” in the source, whereas the main text refers to F-MI-07C; translated as printed.

Internal and External Interested Parties and Their Expectations

No.	Interested Party	Organization’s Expectation Toward the Interested Party	Interested Party’s Expectation Toward the Organization	Norm/Regulation	Note

Annex “D” – Form F-MI-07D-01

Process Reporting Form

Process: _____ Month, Year: _____

No.	Objective / Area of Result	Key Performance Indicator (KPI)	KPI Weight	Target	Actual	Score / Final Score
						#DIV/0! / #DIV/0!
						#DIV/0! / #DIV/0!
						#DIV/0! / #DIV/0!

“#DIV/0!” is the spreadsheet error text shown in the empty score cells of the source form (formula placeholder).

Signature of the process owner: _____

Date: __/__/____