

## Quality Policy

The planning and development of the activities performed by Unibasq, Agency for the Quality of the Basque University System, is aligned with internationally recognized and standardized quality principles. Compliance of these principles will be certified regularly through external evaluation.

Unibasq considers the design and development of a quality policy as fundamental and a way to ensure that every aspect of the policy runs properly on a daily basis. To this end, designing processes, evaluating results and user satisfaction, both individual and institutional, together with safeguarding working conditions and promoting personal training, are essential for the success of the Agency.

Unibasq's commitment to quality is reflected on:

- Respect for and compliance of the regulations that apply to the Agency and its work.
- Training of all those involved in the activities of the Agency –staff and evaluation body members –in order to offer high quality, efficient services.
- The use of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) as a benchmark for the definition and development of assessment procedures.
- Compliance with the principles of the Unibasq Code of Ethics and Guarantees.
- Maintaining a quality management system based on the Advanced Management Model of Euskalit, which includes all of the key processes of the Agency.
- Agreements with other university evaluation agencies to exchange good practices and experiences that contribute to the improvement of our work.
- A policy of transparency toward users and of accountability to society that ensures the greatest possible exposure of information on the Agency's activities and the outcomes of its work.
- Regular external evaluation of the Agency as part of the commitment to the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

The Governing Board entrusts the Direction of Unibasq to fulfil these commitments and to provide the necessary human, technical and organizational resources.

This commitment applies to all Agency personnel and all individuals who collaborate with the Agency in its governing or technical bodies.

Approved by the Governing Board 3/07/2018.