



ПРОЕКТ BG051PO001- 3.1.08- 0026
„Системата за управление в Европейския колеж –
високо качество и отговорност”

*Проектът се осъществява с финансовата подкрепа на
Оперативна програма „Развитие на човешките ресурси”,
съфинансирана от Европейския социален фонд на Европейския съюз*



To: Higher Education Institution Quality Management Office.

Dear Sir / Madam,

The European College of Economics and Management (ECEM) is founded in 2001 and has since graduated over 10 000 alumni in the field of economics and management in its Sofia and Plovdiv campuses in Bulgaria. ECEM is also member of CEEMAN (Central and East European Management Development Association) since 2013.

ECEM has its own quality management system and has been certified under ISO 9001-2008. ECEM is currently improving its quality management system under an EU-funded project BG051PO001-3.1.08-0026 (Human Resources Development Operational Programme, co-financed by the European Social Fund of the European Union). As part of our research activities we are interested in CEE higher education institutions' experience in quality management, and herewith would like to ask for your support in answering the following questions by mail to: loulanski@ecem.org.

We would appreciate if you could provide summary information on the following basic questions, that would illustrate the quality management practice approved by your institution, and the added value of its implementation:

- 1. What are the governing authorities of your institutional quality system?**
- 2. Which institutional processes are integrated in your quality system?**
- 3. What are the documents that regulate the application of your quality system?**
- 4. What is the character of the relationship between the number of normative documents and the effects of the quality system implementation?**
- 5. Please shortlist the criteria on which your quality assessment system is based (5.1. on academic activities of students and teachers; 5.2. on research activities of teachers and students)?**
- 6. Do you have (plan to acquire) an external quality certification such as the ISO and if so what is the relationship (expected added value) between your own quality management system and the external evaluation?**
- 7. Do you have a feedback system that informs you about the placement of your graduates on the national/European labor market, and if so, how is it related to the quality management system of your institution?**

We are looking forward with interest and appreciation to receiving your answers by the end of May 2013. Any attachments and/or supplementary information are welcome. We would gladly provide additional information about our practice and share with you the results of our study, the improvement of our system, and the effects of its application.

Sincere wishes for creative success & thank you!

Tsvetan Kotsev

Rector

European College of Economics and Management