CEEMAN
Quality Policy

Commitment to Excellence in Management Education

CEEMAN's Quality Policy is founded on principles of continuous improvement, transparency, stakeholder engagement, and ethical governance. It is explicitly aligned with CEEMAN's mission to promote excellence, relevance, and innovation in management education globally, with a special focus on the institutions in emerging markets.

This policy emphasizes institutional dynamism, social responsibility, and the integration of sustainability into management education.

Key Commitments

- Ensuring Transparency and Fairness: Accreditation processes are designed to be fair, transparent, and consistently applied to ensure trust and accountability throughout the accreditation process.
- Encouraging Innovation and Relevance: CEEMAN supports the need for institutions to innovate and respond proactively to emerging challenges in education and business, addressing the evolving needs of managerial and leadership practices.
- Developing Socially Responsible Leadership: CEEMAN aims to assist accredited institutions in developing socially responsible leaders by promoting ethical, sustainable business practices that are integral to the future of global business.

Internal Quality Assurance System

CEEMAN IQA operates an internal quality assurance system designed to monitor, assess, and enhance the quality of its accreditation activities. This system ensures that the processes are constantly improved through stakeholder feedback and the application of ethical governance.

Core Components of the Internal Quality Assurance System

1. Process Documentation and Monitoring
- Accreditation Procedures: CEEMAN regularly documents and reviews accreditation procedures, criteria, and guidelines to reflect global best practices and feedback from its diverse stakeholders.
- Internal Audits: Accreditation activities are subject to regular internal audits to verify compliance with CEEMAN's quality standards.

2. Competency and Ethical Conduct of Personnel
- Expert Selection: Personnel involved in the accreditation process, including peer reviewers and staff, are selected based on their expertise, experience, and alignment with CEEMAN's values of excellence and innovation.
- Ethical Guidelines: All reviewers and staff are required to adhere to ethical principles, ensuring impartiality, confidentiality, and integrity throughout the accreditation process.

3. Training and Development
- Regular Training: CEEMAN organizes regular training sessions for staff and peer reviewers to ensure consistency and alignment with CEEMAN's evolving standards.
- Professional Development: Continuous professional development is integral to enhancing the agency's capacity to implement effective accreditation practices.

Feedback Mechanisms for Continuous Improvement

CEEMAN incorporates both internal and external feedback mechanisms to continuously improve its accreditation activities and ensure they meet the highest standards.

1. Internal Feedback
- CEEMAN staff are involved in regular reviews of procedures, ensuring that processes remain efficient, effective, and aligned with CEEMAN's commitment to excellence.

2. External Feedback
- Feedback is solicited from institutions undergoing (re-)accreditation, peer reviewers, and other stakeholders. This feedback is used to improve review procedures, communication, and criteria application.
- Institutions also provide evaluations post-accreditation, identifying areas for improvement in CEEMAN's review methodologies and stakeholder engagement.

3. Evaluation Outcomes and Improvements
- CEEMAN uses the outcomes of accreditation reviews to inform updates to its criteria and guidelines.
- Improvements include revised accreditation policies, updated training materials, and enhanced stakeholder engagement practices, all aimed at strengthening the quality and impact of the accreditation process.

Ethical Governance in Accreditation

CEEMAN's ethical governance framework ensures that all accreditation processes are conducted with integrity, transparency, and fairness.

Ethical Rules

All personnel and peer reviewers involved in CEEMAN IQA accreditation are required to:
- Avoid conflicts of interest to ensure unbiased evaluations.
- Maintain confidentiality regarding all institutional data.
- Adhere to impartial evaluation standards, guaranteeing fairness throughout the accreditation process.

Ethical compliance is reinforced through regular training and the strict application of CEEMAN's Code of Conduct, ensuring that quality assurance practices remain reliable, transparent, and ethically sound.

Contacts

For further information, please do not hesitate to contact the CEEMAN office via info@ceeman.org.