



# Quality Management System in Verkmenntaskólanum á Akureyri





- School founded 1983.
- ISO 9001 certification 2007
- Usually 1200 students 2015 they are 1100.
- Around 100 teachers, 40 other staff.
- All must work within the ISO 9001 standard. Administrators, teachers, assistant teaching staff, janitors, building managers, computer system manager etc. Everyone.





# Why did VMA get a certification?

- School offering ship mechanics must be certified within a Quality Management System to comply with rules from IMO International Maritime Organization. Without this students will not get an international qualification.





# What does ISO 9001 mean for students?

- Námsáætlanir
- Markvissari kennsla
- Nákvæmara námsmat
- Miðannarmat
- Framvindumat
- Kennslukannanir
- Gerð prófa
- Þjónustukannanir
- Starfsmannaviðtöl
- Áfangaskýrsla
- Kvartanir
- Opið gæðakerfi
- Verklagsreglur



## What will ISO 9001 do for students?

- Accurate study plans.      Surveys on teaching.
- Accurate assessment.      Course reports.
- Quality reports for school.
- Procedures and checklists.
- System for handling complaints etc.





# Outcome for school.

- Increased quality of study.
- Increased professionalism from teachers.
- Demands from ministry on internal and external self evaluation fulfilled.
- VMA is a good school and we have the evidence.
- From spring 2011 the ISO 9001 logo will appear on all certificates from VMA.





# How does the quality system work?

- Procedures describe how to do things so detailed it is possible to ask if this has been done this way.
- Supportive documents describe methods etc.
- Checklists must be approved before put to use so they comply with procedures.
- Member of staff signs his/her work and gets things approved by a superior.



# Certification, audits.

- All procedures with checklists must be audited by an internal auditor regularly according to plan.
- External auditor visits VMA every semester and inspects us, takes samples of students, looks at info on student, courses etc. Writes a report, we fix what needs to be fixed.
- Sending students to workplacements must fulfill these demands. See samples from LIF203.

