

AZERBAIJAN STATE OIL AND INDUSTRY UNIVERSITY



QUALITY POLICY





Azerbaijan State Oil and Industry University

Those charged with governance

Sustainability Committee

Quality Policy

March 2018

An official copy of this policy can be obtained upon request.

Contact:

34 Azadlig dst., Main Campus, 2nd floor,
The Sustainability Committee Room # 231,

Tel: 012 4933368, Ext: 323

Email: suscom@asoiu.edu.az

Website: <https://asoiu.edu.az/leadership>

Contents

Definition of Quality at ASOIU	3
Policy Statement	4
Scope of the policy.....	5
Communication and quality management	5
Assurance of high-quality education.....	6
Resource management.....	7
Management of knowledge resources that support education and research.....	8
The culture of quality and quality improvement.....	9
Quality indicators.....	9
Policies regulating duties of department	10

Definition of Quality at ASOIU

ASOIU's Approach to Quality Assurance

Azerbaijan State Oil and Industry University (ASOIU) applies five key quality dimensions to the management of its resources, operations, and communications, all in alignment with its institutional mission. At ASOIU, quality is defined as the consistent attainment of excellence across all aspects of university functions. This commitment to quality reflects the University's objective to meet or surpass the expectations of its stakeholders—including students, faculty, staff, and the wider community. Quality is evaluated through the alignment of institutional goals, resources, and the outcomes of academic programs, research, and services. The University strives to achieve excellence in education, research, innovation, community engagement, leadership, governance, and administrative practices. To realize these aspirations, ASOIU adopts a framework built on five interconnected dimensions of quality:

1. **Relevance of Goals:**

This dimension assesses the University's capacity to formulate goals that are aligned with stakeholder needs and institutional mission. It involves evaluating the strategic intent and quality-driven objectives of programs and organizational units.

2. **Alignment with Objectives:**

This aspect measures how effectively the University meets its defined goals at both the institutional and program levels. Performance is evaluated against established indicators and standards that reflect ASOIU's mission and objectives.

3. **Cost-Effectiveness:**

The focus here is on the efficient and productive use of resources—human, financial, physical, technological, and informational—to ensure optimal outcomes with sustainable investment.

4. **Development of Students and Staff:**

ASOIU prioritizes the enhancement of knowledge, competencies, and attitudes among both students and staff. This commitment supports the personal and professional growth of the university community.

5. **Commitment to Service Excellence:**

This dimension evaluates the consistency and quality of service delivery across all areas of university operations. It includes adherence to best practices in academic, technical, and administrative services, as well as effective communication with internal and external stakeholders.

Policy Statement

Azerbaijan State Oil and Industry University (ASOIU) maintains a structured and strategic quality policy framework that enables the institution to effectively fulfill its mission and continuously enhance its academic and administrative excellence.

1. Mission

ASOIU is dedicated to cultivating highly qualified and innovative professionals who are fully prepared to meet the evolving demands of the labor market. The university's mission centers on producing graduates equipped with the knowledge, skills, and adaptability required in a dynamic global environment.

2. Institutional Approach

ASOIU aspires to achieve excellence in all areas of its operations, including teaching, research, innovation, public service, intellectual leadership, outreach, governance, and administration. This commitment is reflected in the design and implementation of high-quality academic programs that are aligned with Azerbaijan's national education policies and international best practices.

3. Quality Assurance

To ensure the continuous enhancement of its academic offerings and institutional performance, ASOIU applies a comprehensive and robust Quality Assurance Framework. This framework includes:

- Regular internal audits,
- Peer reviews,
- Stakeholder feedback mechanisms involving students, faculty, staff, and alumni.

Performance is systematically assessed against established benchmarks and key performance indicators. These measures help guarantee that the university's programs, services, and operations consistently meet both national and international quality standards.

4. Compliance and Regulatory Framework

ASOIU's quality assurance and educational practices are firmly grounded in the following national and international frameworks:

- The Bologna Process, promoting harmonized European higher education;
- The Law of the Republic of Azerbaijan "On Education";
- The National Qualifications Framework for Lifelong Education in the Republic of Azerbaijan;
- Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG);
- Other relevant governmental documents;
- Normative and legal acts issued by the Ministry of Science and Education of the Republic of Azerbaijan.

By adhering to these comprehensive standards, ASOIU ensures the alignment of its policies and operations with global quality benchmarks, reinforcing its role as a leading institution in the national

and international higher education landscape.

Scope of the policy

The Quality Policy of ASOIU applies comprehensively to all individuals employed by or engaged with the university, including academic and non-academic personnel. This encompasses university leadership, administrative staff, technical personnel, support services, and academic faculty.

The policy governs all facets of ASOIU's operations, covering both academic functions—such as program development, course delivery, research, and innovation—and non-academic functions, including administrative, financial, technical, professional, and support services. Furthermore, it extends to the university's formal and public engagements, ensuring that quality principles are consistently upheld across all internal operations and external interactions.

Communication and quality management

The Quality Policy of Azerbaijan State Oil and Industry University (ASOIU) is grounded in the Education Policy of the Republic of Azerbaijan and incorporates the principles of modern quality management. It serves as a foundation for structuring and managing the quality management system across all branches and departments of the university, outlining key elements that are embraced by all personnel.

This policy defines the communication, decision-making, consultation, approval, and monitoring mechanisms in place between the various units and departments of the university in the execution of managerial functions. It promotes consistent, ongoing collaboration, communication, and coordination among all units engaged in educational activities. This collaborative framework ensures the effective implementation of standardized educational programs tailored to meet the diverse needs of learners.

ASOIU actively fosters the integration of teaching and research activities through the coordinated efforts of relevant structural unit leaders. Regular meetings, collaborative initiatives, and joint decision-making processes are implemented to enhance cross-departmental cooperation. Each structural unit aligns its strategic planning and operational goals with the university's overarching mission, vision, and strategic objectives.

The effectiveness of initiatives undertaken to fulfill the university's strategic goals is evaluated through data-driven assessments, and relevant decisions are updated as necessary to ensure ongoing progress and institutional success. Continuous improvement remains a top priority and is supported through ongoing monitoring and evaluation efforts.

Strategic priorities aligned with the university's mission and goals are determined collaboratively by the university administration and heads of structural units. The administration ensures that adequate resources are allocated to support these priorities and enhance overall quality. Resource allocation is

guided by performance evaluations and outcome-based measurements.

Every university employee has a defined job description that outlines their duties, authority, responsibilities, and required qualifications. These descriptions are regularly reviewed and updated to remain relevant and effective. To sustain and enhance employee competencies, professional development needs are assessed, and targeted training programs are implemented accordingly.

Staffing plans within each structural unit are developed in alignment with the university's strategic development plan. Forecasts related to workload and structural changes are used to guide recruitment and planning efforts. It is essential that personnel involved in teaching, training, and research possess the necessary expertise and qualifications to fulfill their roles effectively. Adequate resources and professional development opportunities are provided to support and strengthen these capabilities.

Academic staff are regularly evaluated based on predefined criteria to ensure teaching and research excellence. The appointment and development of administrative staff are also carried out according to evaluations aligned with their job descriptions. Measures are consistently implemented to enhance the effectiveness and skills of administrative personnel.

In alignment with ASOIU's strategy, mission, goals, and core values, the university also actively plans and engages in partnerships with external enterprises and organizations. These collaborations support the advancement of educational, research, and strategic objectives, contributing to the university's role as a leader in ethical and quality-driven higher education.

Assurance of high-quality education

At Azerbaijan State Oil and Industry University (ASOIU), the pursuit of quality education is a central strategic priority and forms the foundation for the university's planning and development efforts.

The primary objective of ASOIU's quality policy in education is to prepare graduates who are highly competitive both within Azerbaijan and internationally—individuals capable of advancing their professional fields in alignment with modern achievements and global standards.

To fulfill this goal, ASOIU is committed to the following responsibilities:

- Addressing the demands of a knowledge-based society by launching new areas of academic specialization, enhancing the structure and content of educational programs, and establishing a continuous, multi-level education system.
- Expanding infrastructure that supports innovation and training, particularly in the fields of science and technology transfer.
- Promoting multidisciplinary and interdisciplinary research—both fundamental and applied—as a cornerstone of high-quality graduate education.

- Fostering leading scientific and pedagogical environments to support comprehensive development and ensure excellence in university education across all academic levels.
- Enhancing and strengthening cooperation with both domestic and international institutions of higher education and other relevant organizations.
- Increasing engagement with employers, involving them in curriculum development, determining educational delivery formats, and supporting the technical and material foundation of the learning environment.
- Strengthening the financial and technical infrastructure by acquiring state-of-the-art scientific and educational equipment and developing associated facilities.
- Cultivating independence, leadership, and lifelong learning among students, while fostering their personal growth into cultured, socially responsible, and well-rounded individuals.
- Implementing a modern education management system that supports high-quality instruction and embeds a culture of quality throughout the institution, guided by global education trends and the principles of the Bologna Process.

To realize these strategic commitments, ASOIU undertakes the following initiatives:

- Organizes its educational process based on established quality standards, and regularly updates teaching methodologies, instructional materials, and regulatory documents. The university ensures the financial support necessary for the implementation of innovative teaching technologies.
- Seeks both institutional and programmatic accreditation from relevant local and international quality assurance bodies and hosts scientific-methodological events focused on managing educational quality.
- Develops mechanisms for continuous, bidirectional communication with research institutions and employers involved in the educational process.
- Ensures robust financial and technical support for university laboratories, departments, and branch facilities in partner organizations. ASOIU also collaborates with research institutions and employers in the delivery of academic content and the design of curricula.
- Encourages active student involvement in scientific and practical initiatives and develops formats of practical training that build organizational, leadership, and creative skills while fostering self-awareness.
- Conducts systematic studies on the quality of education and enhances the professional development of its academic staff. The university fosters an environment that motivates all employees to contribute to educational excellence and clearly outlines their duties and authority in this area.

- Serves as an analytical and advisory body in tracking the employment trends of graduates, aligning academic outputs with labor market demands.

Resource management

One of the key factors influencing the quality of services provided by the university in line with its mission is the quality of resources (such as rooms, equipment, and materials) used during service delivery. ASOIU is dedicated to sustainable resource management by optimizing the use of physical, financial, and human resources in a way that reduces waste and minimizes environmental impact. The university ensures that its resource management practices are in line with the sustainability principles outlined in the Sustainable Development Goals (SDGs).

This is closely linked to ensuring the overall safety and security of university staff and students. To support this, the university develops and puts into practice the following plans:

- Fire safety and evacuation plans;
- Inspection and maintenance plans for classrooms, laboratories, and various centers;
- Inspection, repair, and monitoring plans for university equipment (such as elevators, air conditioning, heating, and energy systems);
- Plans for reviewing and updating IT infrastructure, including equipment and software;
- Plans for the safe storage of hazardous and toxic chemicals, especially in fire- or explosion-risk areas.

To prepare these plans, an initial inventory survey is conducted to record all equipment and facilities. A registration system ensures that the inventoried items are traceable and properly accounted for.

The priorities for implementing these plans, as well as the estimated costs and resource allocations, are determined jointly by the responsible units and university management. Where applicable, the plans also include relevant training activities, such as evacuation and fire drills.

Management of knowledge resources that support education and research

The University ensures that students have access to adequate resources required to gain the necessary knowledge and skills, as well as the relevance of the academic programs offered. In addition to instructors, students should be able to easily access various learning aids. These include the “e-AzII Book House,” laboratories, ICT tools, internet access, and physical learning resources.

The University organizes information and internet access services in the “e-AzII Book House” and its subdivisions based on the needs and expectations of students, ensuring these are readily available for both students and researchers. Learning and research resources are consistently reviewed and enhanced by the University.

The institution ensures that the processes related to education, training, teaching, and other services are carried out uniformly and consistently by each unit and department. For this purpose, general rules, principles, required procedures, and responsible personnel are clearly defined. The development, revision, approval, and implementation of curricula and course syllabi are conducted with the participation of relevant stakeholders. The teaching process considers learning outcomes and needs, appropriate learning materials, and monitoring methods to assess student progress and achievement.

Processes such as graduation, expulsion, reinstatement, and the issuance of academic records and references are conducted in accordance with defined regulations. Research and scientific activities are aligned with the university's strategic goals and are supported by clearly defined procedures. Mechanisms for implementing and monitoring these processes are in place to ensure efficient resource utilization. Services for students, staff, and the wider community are also structured and managed systematically.

Each process is monitored by the respective department, and where needed, improvement actions are taken. Quality enhancement and development principles form the foundation of these improvements. Feedback and expectations from both internal and external stakeholders are carefully considered in the process of refining and advancing these procedures.

[The culture of quality and quality improvement](#)

Total Quality Management (TQM) serves as ASOIU’s fundamental management approach. Within this framework, the University actively works toward fostering a quality-focused culture and enhancing its overall quality standards.

Quality improvement is acknowledged as a university-wide responsibility, involving every department and staff member. Under the guidance of relevant structural units, initiatives are undertaken to embed a culture of quality across the institution. To support this, training sessions are regularly held to educate academic and administrative staff on quality management principles and continuous improvement strategies. Employee involvement in quality enhancement activities is actively promoted and encouraged.

ASOIU is committed to continuous improvement, employing routine evaluation processes such as annual program reviews and stakeholder feedback surveys. A data-driven approach to decision-making forms the backbone of these quality efforts, ensuring that programs and departments are consistently

adapting to meet evolving student and societal needs.

The Plan-Implement-Check-Act (PICA) cycle serves as the foundation for ASOIU's quality management processes. Within this framework:

- Every improvement initiative is carefully planned. These plans include an assessment of the current situation, an analysis of existing data, and the establishment of clear, outcome-based objectives;
- Improvement recommendations are drawn from root cause analyses, using current data and modern methodologies. Where applicable, established guidelines are also referenced;
- For high-risk or large-scale processes, improvements are first tested in pilot units. Implementation is scaled up after evaluating the results;
- The impact of the changes is reviewed by comparing initial conditions with post-implementation data to assess whether intended goals were achieved. If the goals are unmet, corrective actions are taken and plans are revised accordingly;
- Data is reassessed periodically to ensure that the improvements have long-term, sustainable effects;
- All changes to processes and systems are documented and implemented in accordance with the structured steps above. Decision-making is based on objective data and evidence, not on intuition or emotion.

Quality indicators

The University consistently monitors its core activities as defined by its mission. The performance and quality indicators subject to monitoring are established by the Academic Council and the Rector. A documented prioritization method is used to select which indicators to monitor.

Monitoring is conducted in the following key areas:

- Student development and academic success;
- Graduate employment outcomes;
- Program evaluation;
- Research quality;
- Publication standards;
- Service quality;

- Financial management;
- Efficient resource utilization;
- Student satisfaction;
- Employee satisfaction.

Authorized personnel review and analyze the data related to these performance indicators. This data is compared with historical data from previous years and benchmarks from reliable sources. Based on the findings, necessary actions are planned and implemented. At ASOIU, quality indicators are drawn from key performance metrics such as graduation rates, graduate employability, research output, and faculty performance evaluations. Regular reviews of these metrics enable the university to track its progress and make informed improvements where needed.

To ensure transparency, the Department of Public Relations and Marketing publishes factual, unbiased, and objective information regarding the university's educational, research, and service activities. This information is made accessible to the public through the official website (asoiu.edu.az).

Regarding external quality assurance, the university recognizes that such processes are essential for evaluating the effectiveness of its internal quality assurance mechanisms. External evaluations help validate that the university's activities are aligned with its strategic direction. Clear procedures are in place outlining when and how ASOIU engages with external quality assurance bodies. The results from these evaluations are shared internally and are also published on the websites of the respective external quality assurance agencies.

Policies regulating duties of department

The policies and corresponding action plans developed by the responsible structural units within the university, aimed at implementing various activities, also reflect the strategic goals outlined in the university's development plan. These documents act as a roadmap for establishing and monitoring internal quality coordination. The key policy documents include:

- Education Policy
- Research and Development Policy
- Social Contribution Policy
- Information Management Policy
- Internationalization Policy
- Management Policy

