University Mozarteum Salzburg

"The QMS of the University Mozarteum Salzburg"

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The
University Mozarteum Salzburg

- over 40 artistic and education courses in the fields of music, performing and visual arts
- 1,600 young artists from all over the world experience a comprehensive education in all instruments, in composition, conducting, singing, musical theatre, acting, directing, stage, music and dance education, art and craft education as well as in music education and musicology
- 500 instructors, many of whom are internationally renowned artists and educators
- 125 administrative staff
- 8 locations in the city of Salzburg and 1 branch office in Innsbruck
- annual budget in accordance with the performance agreements around 47 million Euros

Quality management at the University Mozarteum Salzburg

- Organizational relationships and structure of the internal quality management

  The internal quality management is anchored in the organizational plan of the University Mozarteum Salzburg and directly subordinated as administrative unit to the Rector. Tasks are the constant content and planning coordination and editorial support of university development, the performance agreement, the knowledge balance including performance report and the quality management of the University.

Quality management at the University Mozarteum Salzburg

- Quality management tasks

  Task of quality management is to ensure the planning and control of quality of processes or process results in the four areas of university performance, „study, teaching and training", "research / advancement and appreciation of the arts", "human resources management and development" and "internationalization and mobility."

Quality management at the University Mozarteum Salzburg

- Conception of the Quality Management System (QMS)

  The QMS of the University Mozarteum Salzburg is based on the PDCA cycle and includes the following areas:

  •**Quality Planning (PLAN)**: Occurs primarily through the formulation of quality objectives and in university development planning

  •**Quality Control (DO)**:occurs primarily through the university performance and target agreements as well as through appraisal interviews (formal and informal).

Quality management at the University Mozarteum Salzburg

- **Quality check (CHECK)**:primarily occurs in the evaluation unit (directly subordinated to the vice rector for development and research (evaluation of teaching, graduates surveys, etc.)), by the university reporting (particularly knowledge balance and performance report) and through internal and external audits and external certifications.
- **Quality improvement (ACT / ADAPT)**:occurs primarily in quality circles for the four performance areas, in management enclosures, department and institute directors meetings and staff meetings.

Quality management at the University Mozarteum Salzburg

- **Quality documentation: takes** place primarily in the quality documentation for the four performance areas and in the quality management manuals as part of the former ISO 9001 certifications (AB06, MOI, admission test process - in 2011 not renewed by the University and transferred subsequently into the overall audit).

The **PDCA cycle** is thus an essential part of the continuous improvement process (**CIP**), which represents the target and the benefit of all QM efforts of the University.

Quality management at the University Mozarteum Salzburg

Models of quality management in the administration:

The quality objectives of the management of the University Mozarteum Salzburg follow the guiding principles

- process optimization
- customer orientation
- employee orientation
- transparency and powerful reporting
- economical use of resources in terms of economy, efficiency and usefulness

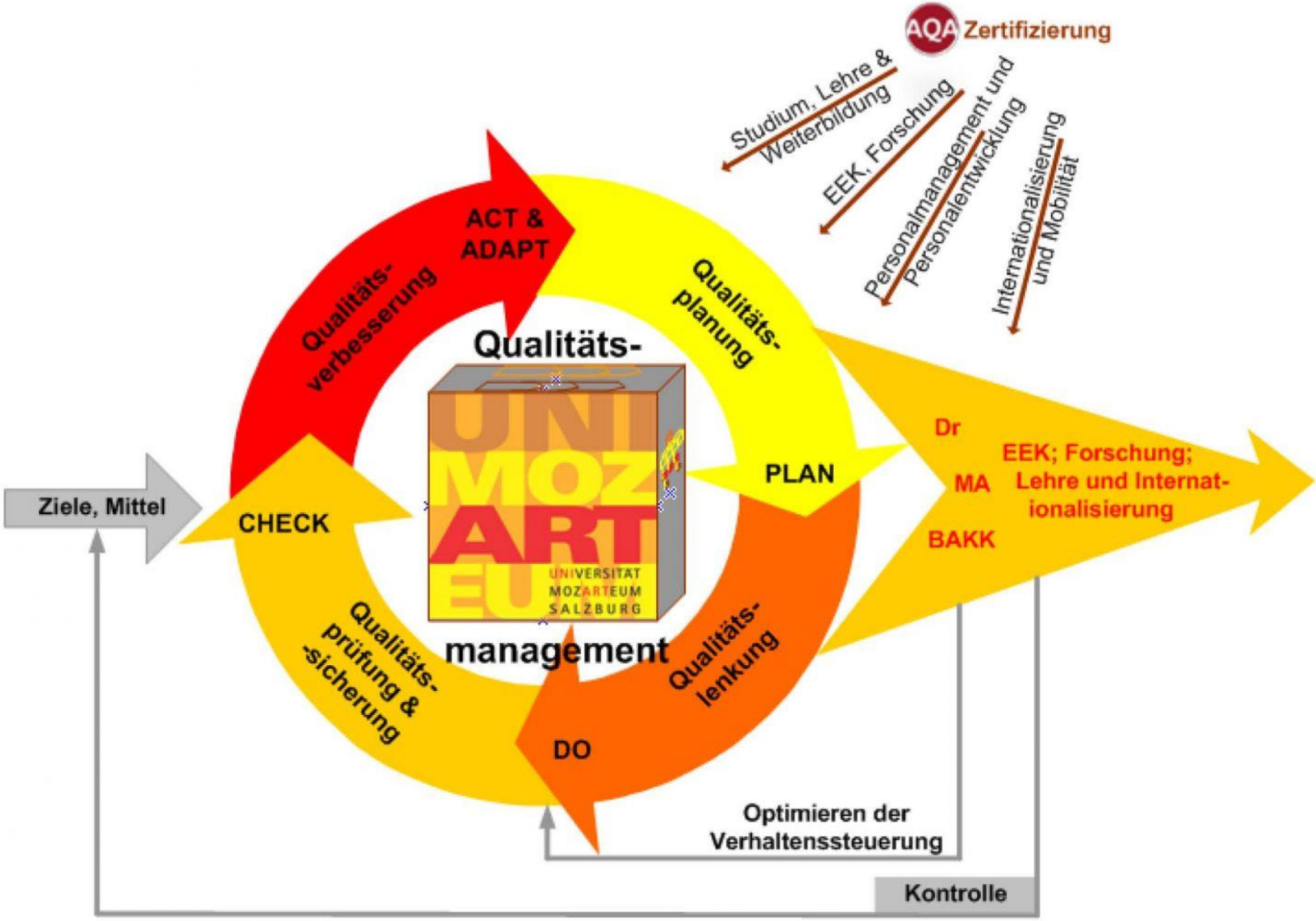
In an annual management enclosure, implementation and impact of these models are reflected in practice and measures and priorities to achieve specific quality goals are agreed . The content and objectives of the QMS are communicated from the executives to the respective staff (in staff meetings and appraisal interviews) and are discussed in semi-annual quality circles.

Quality management at the University Mozarteum Salzburg

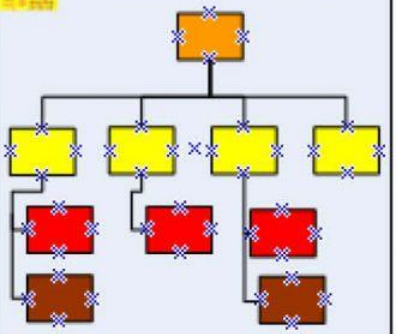
Quality objectives in the artistic / scientific area:

The basic quality goals in the artistic / scientific area of the University Mozarteum Salzburg are:

- Excellent teaching at the highest international level
- Excellent, internationally relevant and visible advancement and appreciation of the arts / research
- Social relevance of university-funded advancement and appreciation of the arts
- Development of internationally competitive young artists as independent artist-personalities
- Development of internationally competitive young scientists
- Efficient, quality-oriented use of resources
- Use of creativity and potential of both sexes in teaching, research and advancement and appreciation of the arts
- Motivated and competent staff that deal with the changing demands in teaching, advancement and appreciation of the arts and research and its tasks to be undertaken.


AQA Zertifizierung
Studium, Lehre & Weiterbildung
EEK, Forschung
Personalmanagement und Personalentwicklung
Internationalisierung und Mobilität
ACT & ADAPT
Qualitäts-verbesserung
Qualitäts-planung
Qualitäts-management
PLAN
Dr
MA
BAKK
EEK; Forschung; Lehre und Internat-ionalisierung
Ziele, Mittel
CHECK
Qualitäts-prüfung & -sicherung
Qualitäts-lenkung
DO
UNIVERSITÄT MOZARTEUM SALZBURG
Optimieren der Verhaltenssteuerung
Kontrolle

Aufbauorganisation



Prozessmanagement

Kernprozesse

Lehre
EEK, Forschung
Internationalisierung

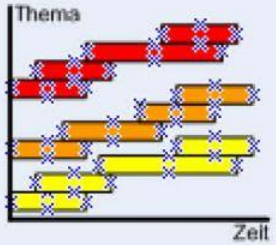
Serviceprozesse

Personalmanagement, Personalentwicklung, etc.

Qualitätsdokumentation

UNIVERSITÄT MOZARTEUM SALZBURG

Projektmanagement



Zertifizierung

Studium, Lehre & Weiterbildung

EEK, Forschung

AQA

Personalmanagement und Personalentwicklung

Internationalisierung und Mobilität

Ständige Verbesserung

Thank you for your attention!