

EAST ASIA MANAGEMENT UNIVERSITY

Policy on Quality Enhancement – Review of policies, plans and performance

1. Preamble

- 1.1 The East Asia Management University is a quality organisation and seeks to ensure best practice in all aspects of its operations.
- 1.2 East Asia Management University subscribes to the concept of continuous improvement and seeks to actively rectify and improve performance throughout its cycle of activities.

2. Review Process

- 2.1 EAMU Annual planning and review process cycle is depicted by the flowchart attached. The process comprises of several key steps:
 - a. Step 1: Environmental scan - Use and analyse both internal and external information through PEST and SWOT to develop strategies. It is desired that all employees are involved at this stage to obtain comprehensive information of the issues facing the organization.
 - b. Step 2: Establish short-term and long-term strategies and goals
 - c. Step 3: Set stretch goals based on benchmarks or student/ stakeholder requirements
 - d. Step 4: Develop action plans aligned to strategies and goals. Each department to submit their work plan including list of activities. These departments cover the main functions of academic, recruitment and marketing, administration, corporate and finance, facilities and maintenance and student support services.
 - e. Step 5: Set targets for individual employees linked to strategies and goals. The implementation of position charters (PC) for Managers or key personnel with KPIs identified and job descriptions (JD) with objectives for other staff/executives ensure that performance and its assessment meet the criteria of SMART – Specific, Measurable, Achievable, Relevant and Timely.
 - f. Step 6: Measure performance against plans and review regularly. Various meetings by departments held weekly, monthly or quarterly allow them to assess their performance against their targets. Quarterly Executive Management’s performance review of KPIs by departmental managers together allow for a consolidated presentation on the status of the institute.
 - g. Step 7: Review and improve the strategic planning process. The review will focus on the 3 main areas, namely the people competency profiles, the level of technology and resources deployed, and the processes and systems adopted. In doing so, the organization seek to improve on its Profitability, Effectiveness, Efficiency, and Growth (PEEG)
3. The East Asia Management University reviews, on the basis of an annual cycle, all aspects of its operations in the light of its goals and objectives, policies and procedures, benchmarking and also against the requirements of relevant regulatory frameworks.
4. The East Asia Management University reviews its actions plan and performance based on feedbacks gathered from various channels in a timely manner so that prompt actions can be taken to address issues of importance. These information come from various internal and external sources through discussions, reports, surveys and evaluations.

5. Benchmarking EAMU's annual performance against other Cambodian and international universities where feasible and relevant on both academic and non-academic elements form an integral part of the institute's review process for continual improvements.
6. The outcomes of reviews are considered and implemented by the appropriate bodies of governance as shown.

EAMU