

# **QUALITY POLICIES**

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## **1 Premise**

The IMT School promotes the assurance of quality and the improvement of processes and results in accordance with the priorities and strategic objectives defined in the School's planning documents.

The objective is to meet the needs of all internal and external stakeholders, starting from the students, and to fully valorize what have always been the School's strongest aspects: the integration between education and research, flexibility and multidisciplinary of the programs, residentiality and a sense of belonging to the IMT School community.

The IMT School has designed an original Quality Assurance System that is tailored to its specificities and needs, inspired by the "process" approach and applying the principles of Lean Thinking in order to identify and optimize the value of each process from the perspective of the target user. A process-based organization allows the School to assess the congruency of the actions taken with respect to the set objectives, to verify the input-output relationships, to identify waste and critical issues and define the actions to be taken to correct the trends and performances with respect to the value created.

All of the underlying processes for the School's Quality Assurance System refer to the general principles that guide both the specific quality objectives and the general methods adopted to achieve them.

The Quality Enhancement Committee has the task of putting Quality Policies into practice and guaranteeing the adequate and correct execution of all the steps that make up the Quality Assurance System. The Quality Enhancement Committee is entrusted with the task of monitoring the overall functioning of the system in order to verify its effective and consistent application in the individual areas of interest and in the School as a whole.

## **2 General Principles for the Quality Policies of the School**

The Quality Policies of the School are inspired by some general principles that aim at facilitating meeting quality and efficiency objectives for all of the involved processes. In particular:

- sharing the strategic objectives of the School with all members of the academic community (academic staff, technical-administrative staff and students), in order to encourage the broadest involvement and active participation of all in the improvement process;
- the definition of individual responsibilities in relation to the objectives set by the School, providing for specific reward resources linked to their achievement;

- a representative participation of the students in all of the main governing bodies that regulate the educational sector;
- the adoption of user-based organizational standards and procedures, which favor the dissemination of good practices;
- transparency and sharing of quality assurance mechanisms and procedures.

The general principles listed above can find a concrete applicative translation thanks to a cyclic process aimed at constant improvement, that is based on in particular:

- clear planning of strategies and objectives in line with the School's vision and mission;
- special attention to the measurement and monitoring of objective and verifiable performance data as fundamental support elements for correctly guiding decision-making processes at all levels;
- a mindful self-assessment that pursues the continuous improvement of processes from a critical point of view;
- the dissemination of quality culture, methods and tools;
- the comparison with the best Italian and international practices, to take inspiration for improvement and growth opportunities.

Each activity linked to the School's Quality Assurance System is effectively controlled through cyclical and sequential planning, action, measurement and verification, feedback and evaluation processes (based on the PDCA cycle - Plan, Do, Check, Act) that provide for the conditions to obtain full control over all of the elements that determine final quality and to guarantee constant performance improvement.

The continuity in the development and support of quality assurance and improvement processes is guaranteed by an organization that supports the implementation of the general principles, verifies the results and promotes a climate of proactive correction and reflection in order to define progress objectives and improvement.

### **3 Educational Quality Policies**

The IMT School organizes higher education courses, doctoral courses in particular, which are characterized by an openness to interdisciplinary subjects, innovative approaches and the integration

between research and education.

The School equips its students with the most appropriate instruments to offer them the best opportunities in the world of academia and research.

To this end, the School, in line with its mission:

- employs transparent selection procedures based on the assessment of the candidates' skills, motivation and potential;
- guarantees constant improvement of the courses, which is also thanks to the monitoring of student satisfaction;
- considers the consistency of the educational offerings with the research carried out therein;
- promotes multidisciplinary teaching and enhances the heterogeneity of students' skills;
- provides all the necessary tools that allow students to participate in the international dimension of the research world;
- spreads the culture of merit, valorizes talent and promotes a culture of ethics in research;
- promotes the full participation of students and teachers in the activities of the School, which also takes place through the valorization of the campus system, infrastructure and residential services;
- enhances and strengthens the international dimension by extensively promoting the Call for applications abroad, using the English language as sole official language of the Programs and supporting mobility.

## **4 Research Quality Policies**

Research represents a substantial portion of the School's role, together with the educational offerings, towards the creation of an environment that stimulates creativity and productivity and that contributes towards the reaching of the ultimate goal of education and research: excellence.

To this end, the School, in line with its mission:

- provides its academic staff with the optimal conditions for carrying out research in a free, unrestricted and ethical manner;
- supports the growth of young researchers in order to provide them with the tools to achieve autonomy and scientific maturity;

- promotes the internationalization of research by encouraging collaboration with other institutions and promoting the mobility of the scientific community;
- intervenes, also through active policies, to eliminate gender or any other inequality that could negatively influence the recognition of merit;
- valorizes research through the dissemination of its results and the promotion of a scientific culture.

## **5 Third Mission Quality Policies**

The School supports and plans strategies to strengthen Third Mission activities in order to enhance scientific excellence and contribute to regional development policies, which may also be through actions aimed at the economic valorization of knowledge.

To that end, the School, in line with its mission:

- periodically disseminates its research results to interested parties, in a clear, understandable and transparent manner, in order to transfer knowledge;
- favors the activation of scientific research and development agreements and collaborations with companies and institutions;
- promotes relations between the world of research, the community, schools and businesses in order to participate in the local social, cultural and economic growth.