

KHERSON STATE MARITIME ACADEMY		QUALITY MANAGEMENT SYSTEM	01-01-2023
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KHERSON STATE MARITIME ACADEMY

APPROVED

Rector of Kherson State Maritime
Academy

_____ Vasyl Cherniavskiy
« _____ » _____ 2023

QUALITY GUIDELINE QMS 01-01-2023

(Version no. 4)

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INTRODUCTION

1. The Quality Guideline has been developed by the person responsible for the Quality Management System at Kherson State Maritime Academy.
2. The Quality Guideline is approved by Rector of Kherson State Maritime Academy.
3. The Quality Guideline takes effect from the date of approval.
4. Periodic inspection of the Quality Guideline is carried out with an interval not exceeding 12 months.
5. Amendments to the Quality Guideline are developed according to the results of practical use thereof at Kherson State Maritime Academy or in the event of a change in the requirements for regulations, under which this Guideline are developed.

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1. INFORMATION ABOUT KHERSON STATE MARITIME ACADEMY

1.1 General information about the Academy

No.	Name of information	Brief description
1	Full legal name of the institution	Kherson State Maritime Academy
2	Short name of the institution	KSMA
3	Date and number of the entry in Unified State Register	05.07.2007 № 1 499 145 0000013930
4	Date of state registration	16.09.2011
5	EDRPOU code	35219930
6	Number of the certificate of registration of the value added taxpayer	200005270
7	Legal and postal address	20 Ushakova Avenue, Kherson 73000, Ukraine
8	Phone (fax)	(0552) 49-59-02
9	E- mail	ksma@ksma.ks.ua
10	Webpage	http://kma.ks.ua
11	The head of the institution	Rector of the Academy
12	License on provision of services	Order of the Ministry of Education and Science of Ukraine dated 07.07.2017 № 146 "On Renewal of Licenses" regarding the expansion of educational activities for the training of specialists of (the first) bachelor's level and second (master's) level in specialty 271 River and sea transport. Order of the Ministry of Education and Science of Ukraine from 07/07/2017 No. 146 "On reissuance of licenses". Order of the Ministry of Education and Science of Ukraine dated January 31, 2022 No. 22-1 "On licensing of educational activities" (Annexes 11.34, 11.35, 11.36, 11.37, 11.38, 11.39).

1.2 General structure of the Academy

The general structure of the Academy is given in Annex A to the Guideline. The functions, responsibility, powers and interaction of the Academy's subdivisions are regulated by the provisions on the Academy's subdivisions.

2. PURPOSE AND FIELD OF APPLICATION

The Quality Guideline (hereinafter - QG) is developed in accordance with the DSTU ISO 9001: 2015 requirements and contain a description (structure) of the QMS of Kherson State Maritime Academy, goals, basic provisions and principles, mechanisms for cooperation aimed at implementing quality policy and objectives; tasks of the subdivisions; duties, powers and responsibilities of the staff; structure of the main QMS documents of Academy which are developed or being developed.

The QG requirements are mandatory for all employees of the Academy. QG is aimed

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at supporting the Academy's QMS in working condition and is an information material on QMS for consumers (customers) of the Academy's services.

The control copy is stored at Department of Monitoring and Quality Management System.

The effect of the quality management system described in QG applies to services provided by the Academy in accordance with the Statute, the Law of Ukraine "On Higher Education", other legislative and regulatory acts on the Academy's activities, namely:

- **training of skilled workers** in specialties at Professional Maritime Lyceum of KSMA (hereinafter - PML KSMA):

No.	Code according to the state classifier	Name of the profession
1	5122	Cook-seaman
2	5122	Cook Baker
3	5123 4222	Waiter Administrator
4	5123 5123 5123	Waiter Steward Bartender
5	8340 7212	Seaman Electro-gas welder
6	8340	Motorman
7	8340	Seaman

- **training of junior specialists** in structural subdivision "Maritime Applied College of KSMA" (hereinafter – MAC KSMA)

No.	Code and name of the field	Code and name of the specialty
1	13 Mechanical Engineering	131 Applied Mechanics
2	13 Mechanical Engineering	135 Ship Building
3	27 Transport	271 Sea and Sea Transport

- **training of bachelors** in the fields:

No.	Code and name of the field	Code and name of the specialty
1	271	271 Sea and Inland WaterTransport

- **training of masters** in the fields:

No.	Code of the specialty	Name of the specialty
1	27 Transport	271 Sea and Inland WaterTransport

- **training of academic and academic and teaching staff** in the specialties:

No.	Code of the specialty	Name of the specialty
1	151	Automation and Computer Integrated Technologies
2	132	Materials Science
3	275	Transport Technologies
4	271.02	Sea and Inland Water Transport (Management of ship technical systems and complexes)

Given the scope of the Academy, the quality management system meets all the DSTU ISO 9001:2015 requirements, except for the requirements in p. 8.5.4 "Preservation", because these activities are not part of the functions of the Academy. The above exception does not affect the

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Academy's ability to provide services which meet legal and other regulatory requirements, as well as customer requirements.

Customers can familiarize themselves with QG to be assured that the Academy can meet their requirements, guarantee consistent quality of rendering services and is a reliable partner.

The Academy's management is responsible for the development, updating, compliance of the content of QG and the quality policy and their timely review. The Quality Guideline comes into effect from the date of its approval by Rector of the Academy.

Preservation of the Quality Guideline is carried out in the manner prescribed for the documents of the quality management system. A control copy of the Quality Guideline is kept at Department of Monitoring and Quality Management System.

The QG shall remain in force indefinitely. If necessary, its content and the content of documented methods of quality management system shall be revised and improved.

The need to amend the Quality Guideline is determined by the owners of the processes by agreeing with the Monitoring and Quality Management System Department. Making changes to the considered copies of the Quality Guideline shall be carried out in the prescribed manner. Revision and republishing of the Guideline shall be carried out in cases of change:

- functions of the Academy and its organizational structure;
- DSTU ISO 9001:2015 requirements "Quality Management Systems. Requirements";
- quality management system processes and their interconnections.

The Monitoring and Quality Management System Department (ISO) ensures the publication of the Guideline, and the heads of departments, subdivisions and services ensure that employees are acquainted with its content.

If necessary, the content of the QG shall be reviewed and improved. The need to make changes to the Guideline is determined by the participants in the processes.

3. REGULATORY REFERENCES

This Quality Guideline refers to:

- International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, 1978, as amended ;
- Law of Ukraine "On Education" dd. 05.09.2017, № 2145- V III;
- Law of Ukraine "On Higher Education" dd. 01.07.2014, № 1556- VII ;
- other legislative and regulatory acts;
- DSTU ISO 9001:2015 "Quality management systems. Requirements";
- DSTU ISO 9000:2015 "Quality management systems. Basic provisions and glossary of terms".

4. TERMS AND DEFINITIONS. ABBREVIATIONS

4.1 Terms and definitions of notions

The basic notions, terms and definitions are established in DSTU ISO 9000, the Constitution of Ukraine, the Law of Ukraine "On Higher Education" and other laws and regulations on the activities of the Academy.

The following terms are used in this Quality Guideline:

analysis	- determining the suitability, adequacy or effectiveness of the object to achieve its goals;
audit	- a systematic, independent and documented process of obtaining objective evidence and objective assessment to determine the degree of compliance with audit criteria;
requirement	- formulated needs or expectations, common or mandatory;

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customer satisfaction	- the customer's perception of the degree of fulfillment of his expectations;
feedback (customer satisfaction)	- opinions, comments and expressions of interest regarding the product, service or complaint handling process;
customer	- a person or organization that may receive or receives products or services intended for that person or organization or required by that person or organization, in particular: cadets, students, listeners, pupils that meet their needs for new knowledge and skills; the state that satisfies its needs for qualified specialists and research; KSMA employees that meet their needs in the work and realization of creative abilities; enterprises, organizations, companies that meet their needs in the reproduction of the main productive force
precaution	- the action taken to eliminate the cause of the potential discrepancy or other potentially undesirable situation;
infrastructure	- is a system of constructions, equipment and services necessary for the functioning of the organization;
competence	- a dynamic combination of knowledge, skills and practical habits, ways of thinking, professional, ideological and civic qualities, moral and ethical values, which determines a person's ability to successfully carry out professional and further educational activities and is the result of training at a certain level of higher education;
corrective action	- the action taken to eliminate the cause of the discrepancy and prevent its recurrence;
correction	- the action taken to eliminate the detected discrepancy;
critical analysis	- these are certain actions that are taken to determine the suitability, adequacy and effectiveness of what is being considered to achieve the goals;
methodology; procedure	- is an established way of performing a work or process;
monitoring	- determining the status of the system, process, product, service or work;
quality guideline	- specification on the quality management system of the organization;
policy	- intentions and direction of the organization, officially formulated by its top management;
service	- the output of the organization with the mandatory performance of at least one type of work between the organization and the customer;
process	- a set of interrelated or interacting works which use inputs to generate the intended results;
risk	- the impact of uncertainty;
system	- a set of interconnected or interacting elements;
control system	- is a set of interconnected or interacting elements of the organization for policy making, setting goals and processes to achieve these goals;
quality management system	- the part regarding the management system related to quality;
management / control	- coordinated actions to direct and control the activities of the organization;
goal	- the result to be achieved;

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objective in the field of quality	- a goal related to quality;
success	- achieving goals
quality	- the degree to which the set of the object's characteristics satisfies the requirements;
quality of educational activities	- the level of organization of the educational process at the higher education institution, which meets the standards of higher education, ensures the acquisition of quality higher education and promotes the creation of new knowledge.

4.2 Abbreviations

DP	- documented procedure;
ATS	- academic and teaching staff;
QG	- Quality Guideline;
MESU	- Ministry of Education and Science of Ukraine;
CMU	- Cabinet of Ministers of Ukraine;
QMS	- quality management system;
KSMA	- Kherson State Maritime Academy;
MAC KSMA	- structural subdivision "Maritime Applied College of Kherson State Maritime Academy";
PML KSMA	- Professional Maritime Lyceum of Kherson State Maritime Academy;
Vice-rector in AEW	- Vice-Rector in Administrative and Economic Work;
Vice-rector in ECW	- Vice-Rector in Extracurricular Work;
AEU	- administrative and economic unit;

5. QUALITY MANAGEMENT SYSTEM

5.1 General requirements

In order to ensure the provision of quality educational services in accordance with the requirements of legislative and regulatory acts, the QMS is documented, implemented, constantly maintained and improved at the Academy in accordance with the DSTU ISO 9001: 2015 requirements "Quality Management Systems. Requirements".

The current QMS is a set of interconnected and interacting elements of the general structure, documented procedures, processes and resources which are needed to develop and implement quality policies and objectives, as well as to guide and manage the Academy in the field of quality.

5.1.1 The main objectives of implementing the quality management system

The management identified the main objectives of QMS implementation at the Academy as follows:

- to ensure the definition, understanding and coordination of the requirements of stakeholders and the requirements of laws and regulations;
- to ensure the stability and continuous improvement of the activities of the structural subdivisions to improve the quality of services provided by the Academy;
- to ensure transparency of management decisions and activities;
- to ensure the formation of a positive image of the Academy.

5.1.2 Defining the scope of the quality management system

The quality management system extends to the educational and scientific activities of the Academy.

The effect of the quality management system extends to faculties, departments and all

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structural subdivisions, units and services of the Academy related to the organization and implementation of educational and scientific activities, quality management system processes for providing quality educational services in accordance with the DSTU ISO 9001:2015 requirements.

The provisions of this Guideline are subject to mandatory implementation at all structural subdivisions, departments and services of the Academy involved in the quality management system.

5.1.3 Construction and operation of the quality management system

The construction of QMS at the Academy and ensuring its effective functioning shall be carried out based on the following approaches and principles:

1) QMS processes of the Academy are divided into:

- management processes;
- processes on delivery of services;
- processes on ensuring the delivery of services;
- resource management processes.

2) the application of the process approach in the QMS of the Academy involves planning, monitoring and improvement;

3) the process management involves the availability of the documented procedures and necessary documentation at the structural subdivisions of the Academy as a basis for the functioning of the QMS;

4) the responsibility for process management, compliance with quality requirements and corrective actions shall be borne by the owners of processes, and for the functioning of processes – persons in charge of the quality management system in departments, services, structural subdivisions of the Academy;

5) requirements for processes performed by third parties must be defined in agreements (contracts) or in accordance with the current legislation;

6) in order to continuously improve the effectiveness of the Academy, the following principles of quality management are adopted as the basis for the construction and operation of the QMS:

- **customer orientation** – the Academy should strive to exceed customers' expectations and meet their requirements to the fullest extent possible;
- **leadership** – the management determines the unity of goals and activities, creates the infrastructure and working environment to achieve the goals of the Academy;
- **involvement of all staff** – the basis of the Academy is the staff, the capabilities and abilities of which should be fully used to obtain the planned result;
- **process approach** – the activity should be carried out on the basis of a process approach for the most effective achievement of the planned results;
- **system approach to management** – the activity processes must be identified and understood, i.e. they must be managed as a system, depending on their role in achieving the intended goals;
- **continuous improvement** – continuous improvement of activities should be a daily task;
- **fact-based decision-making** – effective decisions must be based on facts that are established as a result of information and data analysis;
- **relationships with suppliers** – the Academy and its suppliers are interdependent, so mutually beneficial relationships increase the ability of both parties to create values.

5.2 Documentation requirements

5.2.1 General provisions

For unambiguous understanding and implementation of policy and goals in the field of quality, as well as to ensure the functioning of QMS processes in accordance with the established

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DSTU ISO 9001:2015 requirements, the following documentation of the Academy's Quality Management System is used:

No.	QMS documentation category	QMS Academy documentation
1	Documented quality policy and objectives	1. Quality policy 2. Quality objectives
2	Quality Guideline	Quality Guideline (QG 01-01-2023)
3	Documented procedures	DPs contain a description of procedures and processes in accordance with the DSTU ISO 2015 requirements
4	Documents required to ensure effective planning, operation and control of QMS processes	1. The Statute of the Academy, regulations on structural subdivisions, job descriptions establish the division of functions, responsibilities and powers of the staff 2. Normative documentation of external origin - legislative and regulatory acts, according to which the activity of the Academy is carried out 3. Typical forms of documents - forms of the established sample for registration of records and protocols
5	QMS protocols	Documents that contain registered data and information on the work carried out by the structural units of the Academy, and are stored as confirmation of the results of the QMS processes

The responsibility for the development, negotiation and submission for approval of QMS documents is determined in DP "Documentation Management".

The overall responsibility for maintaining the QMS documentation rests with Department of Monitoring and Quality Management System (ISO). The responsibility for the implementation, use and updating of QMS documentation is borne by persons in charge of the quality management system at the departments, services, structural subdivisions of the Academy, which are appointed by order of Rector of the Academy.

5.2.2 Quality Guideline

The Academy has developed and is constantly updating QG, which contains:

- information about the Academy, the scheme of its general structure, processes, scope of QMS and description of the DSTU ISO 9001:2015 requirements;
- policies and procedures for compliance with the DSTU ISO 9001:2015 requirements;
- references to the documented procedures established for QMS;
- description of the interaction of QMS processes.

The procedures for the QG management are established by this Guideline and DP "Documentation Management".

5.2.3 Control of documents

No.	DSTU ISO 9001:2015 requirements	Types of procedures on QMS documentation management
1	To approve documents as appropriate before their introduction	The order of development, design, agreement, approval and introduction. It is applied to QG, DP, provisions on structural subdivisions. The description of the procedure is set out in DP "Documentation Management", Quality Guidelines, "Instructions for the Development of

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		Provisions Regulating the Activities of KSMA", "Instructions for the Development of Provisions on Structural Subdivisions, Departments, and Services of KSMA"
2	To analyze and, if necessary, update documents and re-approve them	Procedure for updating and amending QMS documents. It is applied to QG, DP. The description of the procedure is set out in DP "Documentation Management"
3	To ensure the identification of changes and the status of the current revised version of the documents	Procedure for updating and amending QMS documents. It is applied to QG, DP. The description of the procedure is set out in DP "Documentation Management"
4	To ensure the availability of appropriate versions of valid documents in place	Procedure for distribution and storage of QMS documents. The description of the procedure is set out in DP "Documentation Management" and in the Instruction on Record Keeping of the Academy
5	To ensure legibility and ease of identification of documents	The order of identification of QMS documents, simplicity of identification of documents are established in DP "Documentation Management"
6	To approve documents as appropriate before their introduction	The order of development, design, agreement, approval and introduction. It is applied to QG, DP, provisions on structural subdivisions. The description of the procedure is set out in DP "Documentation Management"
7	To ensure the identification of legislative and regulatory documents of external origin and control over their distribution	The order of registration, accounting and distribution of legislative and regulatory documents of external origin is carried out under the control of Workflow and Control Department and the heads of the Academy's structural subdivisions
8	To prevent the unintentional use of obsolete QMS documents and the use of proper identification	Procedure for revocation and seizure of invalid QMS documents. The description of the procedure is set out in DP "Documentation Management" and in the Instruction on Record Keeping of the Academy

5.2.4 Control of protocols (records)

The Academy has identified and maintains the records necessary to confirm compliance of QMS with the DSTU ISO 9001:2015 requirements, as well as to analyze its effectiveness. All types of records and protocols set out in the QMS documentation are subject to control. To ensure the control of records and in accordance with the Instruction on Record Keeping, the Academy maintains a nomenclature of cases, which is approved every 5 years and updated annually.

The QMS protocols are drawn up and maintained in hard or soft copy. The list of the QMS protocols to be controlled is defined for each QMS process and is indicated in the relevant DPs.

The process of control of the QMS protocols is documented in DP "Records Management", Instruction on Record Keeping and includes the following procedures:

- determination of requirements for registration of QMS protocols;
- identification and registration of QMS protocols;
- ensuring the preservation of QMS protocols;
- extraction and archiving of QMS protocols;
- introduction of the QMS protocols into the workflow.

The responsibility for the control of protocols is borne by the persons in charge identified in

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the relevant DPs.

6. MANAGEMENT'S RESPONSIBILITY

6.1 Management's commitment

The top management of the Academy demonstrates its commitment to the implementation of QMS by:

- permanent identification of needs and expectations of their customers (p. 6.2, 8.2 of QG);
- compliance with legislative and regulatory requirements in all QMS processes;
- establishment at all structural subdivisions of the unified purpose for achieving the quality of services rendered by the Academy (p. 6.4.1 of QG);
- formulating, informing and explaining the quality policy to the staff of the Academy (p. 6.3, 6.5.3 of QG);
- ensuring the establishment of quality objectives and their coordination with the quality policy and customers' requirements (p. 6.3, 6.4.1 of QG);
- periodic analyzes of the QMS in order to assess its effectiveness and efficiency regarding compliance with the quality policies and objectives (p. 6.6 of QG);
- timely provision of appropriate resources necessary to achieve the goals (p. 7 of QG).

6.2 Customer focus

The basic principles of the Academy's activities are aimed at meeting customers' needs in the framework of the current legislation by providing quality services. Identification of customers' requirements and needs shall be carried out by the relevant departments in the process of analyzing requests (p. 8.2 of QG). The information related to the processes of providing services to customers and the level of their satisfaction shall be collected, analyzed and used in accordance with DP 02-20-2018 "Consumer Satisfaction Assessment". The results of customer surveys on their satisfaction and expectations are used by the top management of the Academy to determine current and future needs, customer expectations in order to meet them and achieve customer satisfaction within their legal rights and available resources.

6.3 Quality policy

The quality policy is defined, declared and implemented by the top management of the Academy and approved in accordance with the established procedure.

Quality policy:

- meets the mission and goals of the Academy, is consistent with the current legislation requirements;
- focused on meeting customers' needs and expectations (p. 6.2 of QG);
- contains the obligations of the top management to meet the requirements of QMS, as well as to continuously improve its effectiveness (p. 5.1, 6.1, p.10 of QG);
- is the basis for defining and reviewing quality objectives (p. 6.4.1 of QG);
- is distributed at all structural subdivisions of the Academy, which are covered by the QMS, and understandable to the staff (p. 6.5.3, 7.2 of QG);
- shall be analyzed in terms of its permanent suitability (p. 6.6 of QG).

The compliance of the Quality Policy with the tasks of the Academy and customers' requests is ensured through its analysis by the top management, based on the results of the Academy's activities and the functioning of the QMS.

In order to ensure continued compliance of the Quality Policy with the objectives of the Academy, it shall be reviewed by its management as necessary, relying on the analysis of the QMS effectiveness, in the development and provision of new services (products), and in case of reorganization of the Academy.

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The implementation of Quality Policy shall be ensured through the development, introduction and operation of the QMS, defining objectives and tasks in line with the Quality Policy.

6.4. Planning

6.4.1. Quality objectives

The top management of the Academy ensures the establishment of quality objectives and informing about them the employees of all structural subdivisions covered by the QMS.

Quality objectives are consistent with the Quality Policy and are set based on the results of critical analysis by the management once a year. Additions and adjustments to the objectives shall be made as needed. The top management engages the staff in setting quality objectives, brings to the staff's attention the approved objectives, and analyzes the quality of performance through the ongoing control during a year and in analyzing the functioning of the QMS.

6.4.2. Planning of quality management system

The top management of the Academy provides:

- QMS planning taking into account the requirements of p. 5.1 of QG and the established objectives;
- maintaining the integrity of the QMS during planning and implementation of changes to it.

QMS planning shall be carried out taking into account the activities, which are required to achieve the quality objectives, and available resources.

The QMS planning process includes:

- planning the implementation of QMS processes;
- planning of actions for achievement of the objectives established in p. 6.4.1 of QG;
- planning of the monitoring and measurement program (p. 9.2 of QG);
- action planning on improvement of QMS (p. 10 of QG).

In the course of the annual critical analysis of the QMS, the management considers the issues on achieving the established quality objectives and implementation of the long-term work plan of the Academy and planning for the next period (p. 6.6 of QG).

6.5. Responsibility, powers, and information distribution

6.5.1. Responsibility and powers

The top management of the Academy ensures the definition of responsibilities and powers of the staff involved in the QMS and its processes by:

- developing in detail and approving the general structure, establishing distribution of functions and responsibilities within this structure;
- developing and approving regulations on structural subdivisions and job descriptions of employees;
- establishing a description of functions within the division of responsibilities and powers specified in DP.

The general structure, regulations on structural subdivisions, and job descriptions are developed and approved in accordance with the current legislation requirements, periodically reviewed and updated.

Rector manages the activities of the Academy and is responsible for the implementation, operation and improvement of the QMS, including:

- definition and implementation of quality policies and objectives;
- creation of a legal basis for the functioning of QMS, approval of organizational and administrative documents and QMS documents;
- distribution of staff's responsibilities and powers, approval of regulations on structural units and job descriptions of employees;

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- allocation of financial and material resources necessary to satisfy the requirements for service provision quality and its continuous improvement.

Heads of the structural subdivisions ensure the quality of work and services in accordance with the current legislation requirements, regulations on structural subdivisions and DPs. They are responsible for bringing to each employee quality policy and objectives, operation and improvement of QMS at structural subdivisions, including:

- conducting regular check and updating of QMS documentation related to their competence (p. 5.2.3 of QG);
- control of QMS documents and protocols in a structural unit (p. 5.2.3, 5.2.4 of QG);
- organization, development and implementation of documented procedures (DPs, instructions, regulations) for process management (p. 8.1 of QG);
- consideration of customers' appeals and complaints (p. 5.1.3, 8.1, 9.3 of QG);
- identification and elimination of the causes of discrepancies, implementation of corrective and preventive actions to avoid their occurrence and recurrence, as well as the results of internal and external audits (p. 9.3, 10.2, 10.3 of QG);
- selection of personnel of the required qualification and level of training (p. 7.2.2. of QG);
- participation in the critical analysis of the QMS (p. 6.6 of QG).

The staff of the Academy is responsible for the quality of work and provision of services in accordance with job descriptions, compliance with obligations in the field of quality and the QMS requirements. The responsibility and powers of the Academy staff for the QMS processes is established by this QG, as well as in the relevant DPs.

6.5.2. Management representative

In order to manage, monitor, analyze and coordinate the functioning of the QMS in the Academy, First Vice-Rector is a representative of the top management in the issues of quality. His/her responsibilities and powers are defined in this QG and job description approved by order of Rector of the Academy, and includes the following:

- ensuring the establishment, implementation and support of the QMS processes in accordance with the DSTU ISO 9001:2015 requirements;
- general management of internal audits;
- control over the review and timely updating of the QMS documentation;
- control over the implementation of decisions on the functioning of the QMS;
- organization of preparation and conducting of critical analysis of QMS by the management;
- ensuring the organization of training of the Academy's staff on quality management;
- reporting to the top management on the functioning of the QMS, its effectiveness and the need for improvement based on the results of data analysis;
- application and constant improvement of methods for assessing the quality of services provided by the Academy by customers;
- maintaining relations with external organizations on the functioning of the QMS;
- ensuring awareness of customer requirements among the organization employees.

6.5.3 Internal information distribution

In order to help improve the performance indicators of the Academy and to involve staff in the process of achieving quality objectives, the top management provides the staff with information on the QMS functioning.

Procedures on internal information distribution include:

- holding meetings at various levels;
- informing employees of structural subdivisions by acquainting them with the quality policy and objectives as well as the DP requirements.

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6.6 Critical analysis by management

6.6.1 General provisions

The top management of the Academy annually carries out critical analysis of the QMS and evaluates its effectiveness in order to ensure its continued suitability, adequacy and effectiveness. Critical analysis by the management is based on reported data and information provided by the heads of the QMS processes. All processes and activities of the Academy within the QMS are subject to critical analysis, including:

- general structure;
- available resources to ensure the functioning of the QMS;
- key performance indicators of the Academy as a higher education institution.

The results of the critical analysis of the QMS are reflected each year in the annual report on the work of the Academy. Requirements for critical analysis by management are set out in DP "Analysis of the quality management system by heads".

6.6.2 Incoming data of critical analysis

The top management critically analyzes the QMS using the following incoming data:

- results of internal and the external QMS audits;
- actual indicators of achieving quality objectives and implementing quality policy;
- results of feedback with customers (complaints and suggestions of citizens and employees of the Academy, customer satisfaction questionnaires);
- the results of the functioning of the QMS processes;
- data on compliance of the provided services with the established requirements;
- the results of corrective and preventive actions;
- the results of the implementation of decisions made on the basis of previous critical analyzes of the QMS by the management;
- changes in the policy of central and / or regional authorities;
- changes in legislative and regulatory acts;
- results of statistical analysis and analysis of trends in the activities of the Academy;
- the results of the impact of planned and unplanned changes on the QMS;
- information on the need to improve QMS;
- information on the causes of discrepancies in the functioning of the QMS;
- information based on the results of a survey of employees of the Academy's structural subdivisions.

6.6.3 Results of critical analysis

Based on the results of the critical analysis, the top management of the Academy evaluates the effectiveness and suitability of the QMS and makes decisions related to:

- improving the effectiveness of the QMS and its processes, in particular with regard to updating the QMS documentation;
- improving the processes of providing services in accordance with customers' requirements and expectations;
- improving resource provision.

Following consideration and discussion of the annual report on the QMS functioning, the decision is taken on the assessment of the QMS functioning, the level of achievement of quality objectives for the previous year (p. 6.4. of QG).

7. RESOURCE MANAGEMENT

7.1 Provision of resources

For the effective functioning of the QMS and the implementation of activities to meet

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customer requirements, the Academy plans to provide the resources necessary for the implementation of its services and processes, namely:

- competent staff;
- infrastructure, working environment (premises, information resources, means of communication);
- material and financial support.

Optimal use of resources is achieved by formulating goals and strategies, based on which the planning of processes and allocation of resources are performed (p. 6.4 of QG).

The allocation of the financial and material resources necessary to ensure the quality and functioning of the Academy is carried out in accordance with the approved plans and estimates. All costs are analyzed by the management to optimally ensure the implementation of priority tasks.

The organization of work on the management of financial and material resources at the Academy is carried out by Department of Planning and Economics, and Accounting Department.

The development and improvement of resources to ensure compliance with established quality requirements in the conduct of works and / or the provision of services, in accordance with the provisions of quality policy, are carried out through annual plans.

7.2 Human resources

7.2.1 General provisions

In order to provide with competent staff involved in the QMS functioning and the provision of services, the Academy has established human resource management procedures, which include:

- defining requirements for specialists' competence;
- establishment of contractual terms of employment;
- establishment of official and professional duties and powers;
- professional training and advanced training of staff;
- the procedure for hiring and firing, assessing the competence and effectiveness of employees;
- the procedures for bringing to the staff tasks and operational information.

The description of personnel management procedures is set out in DP "Human Resource Management".

The employees of the Academy involved in the works which affect the service quality are competent, have appropriate education, training, qualifications and experience.

Persons are accepted for vacant positions of state officials by passing a competitive selection in accordance with the procedure defined in DP "Human Resource Management".

The management of the Academy shall be appointed and dismissed in accordance with the current legislation requirements. Rector of the Academy shall be appointed and dismissed by the Ministry of Education and Science of Ukraine in accordance with current legislation. Vice-Rector shall be appointed and dismissed by Rector of the Academy in coordination with the Ministry of Education and Science of Ukraine according to the current legislation.

7.2.2 Competence, preparedness and awareness

The requirements for the competence of the Academy's staff are established in the provisions on the structural subdivisions and in the job descriptions developed according to the typical professional qualification characteristics. The mentioned documents shall be updated during the redistribution of responsibilities, changes in staffing, restructuring and reorganization of the Academy.

All information about training of professionals, gained work experience and used types of training is contained in the personal files of employees, which are kept in Personnel Department.

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7.3. Infrastructure

To ensure the educational process in accordance with the areas of training and other statutory activities, the Academy uses state property assigned to the Academy by Order of the MESU dd. 21.01.2016, № 42.

The compliance of the material and technical support of the educational process with the established requirements is confirmed by the license for implementation of educational activities.

The information on infrastructure management is provided in DP "Infrastructure Management".

7.3.1 Buildings, vehicles

On the balance sheet of the Academy, there are:

1) buildings:

- Academic buildings no. 1, 2, 3, 4, 5, 6;
- Dormitories no. 1, 2, 3;
- Canteen, Medical Center ;
- Training laboratories;
- Locksmith-mechanical shop building;
- Carpentry shop building;
- Housing and welding shop;
- Forge;
- Boiler room with heating equipment;
- Carpentry workshop;
- Training workshops (2).

2) vehicles and water vehicles:

- Cars;
- Life raft;
- Passenger ship;
- Radiostation;
- Rescue boat;
- Free-fall lifeboat;
- Lifeboats (2);

The responsibility for the Academy's proper preparedness for work in autumn and winter and maintaining the facilities in good working condition is assigned to Vice-Rector in Administrative and Economic Work. The administrative and economic unit monitors the energy, heat and water supply provided by the relevant utilities and the technical condition of the Academy's vehicles.

7.3.2 Information resources

Information resource management includes:

- creating an integrated system of information, technical and software support of training and management at the Academy;
- ensuring the appropriate level of information and communication and technical support for the activities of the Academy's structural subdivisions;
- providing opportunities for prompt access to the library fund and other relevant information, its exchange, dissemination, accumulation and processing aimed at research, distance learning, functioning of electronic libraries, video conferencing, organization of international cooperation, etc.;
- ensuring the placement and prompt updating of information on the external and internal websites of the Academy;

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- ensuring the functioning of the electronic bank of educational and methodical publications of the Academy.

The employees' access to the necessary information in the process of work is provided by the availability of computers and software of global communication lines (Internet, etc.), computer equipment, system-wide and application programs, hardware and software of the local information network.

The Academy renews the library fund with new publications in the fields of science that are relevant to the Academy, subscribes to periodicals, including official publications of public authorities.

The structuring of information is carried out according to the main areas of activity, the most priority of which is providing services to customers and satisfying the requirements for service quality. The reliability and completeness of information is ensured by regular replenishment and updating of databases, electronic banks, etc.

The functioning of the QMS provides the maximum possible with regard to resourcing use of modern information and communication technologies for the provision of services.

7.4 Working environment

The necessary conditions (temperature, humidity, light, etc.) are created and maintained in the premises intended for training cadets, students, pupils, trainees and postgraduate students as well as for professional activities of administrative, academic and teaching staff for the quality service provision and implementation of processes. For specialized premises (server room, archive, etc.) the conditions are created with observance of the corresponding requirements and maintenance of indicators of admissible values. The AEU monitors compliance with working conditions, labor protection rules, safety rules and fire safety rules.

At the Academy, the work environment is subjected to critical analysis and evaluation by management on a periodic basis. If it is necessary to improve the working environment and material resources, the management makes appropriate decisions on this issue.

The process of managing human and physical factors of the production environment includes the following components:

- creation and maintenance of sanitary and living conditions – to be carried out by the AEU, responsible - Vice-Rector in Administrative and Economic Work;
- creation and maintenance of conditions of psychological comfort in the collective – to be carried out by the administration on a workplace, responsible - Vice-Rector on Academic Work, Vice-Rector for Research, Vice-Rector in Extracurricular Work, Vice-Rector in Administrative and Economic Work;
- creation and maintenance of conditions for staff members' physical health – to be carried out by sports sections of the Academy, responsible - Vice-Rector in Extracurricular Work;
- creation and maintenance of safe working conditions – to be carried out by Main Engineer Department, Labor Protection Department, responsible - Vice-Rector in Administrative and Economic Work.

8. PROVISION OF SERVICES

8.1 Planning on provision of services

The Academy has appropriately planned and developed processes that ensure provision of services. Planning of processes and services is carried out by approving, developing and implementing organizational, administrative and regulatory documentation as well as documented procedures that regulate the arrangements for carrying out activities and monitoring compliance with established requirements.

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During the planning and development of processes on provision of services, the following is to be determined:

- quality objectives towards improving the Academy's activities, and requirements related to the performance of works;
- the need to develop new processes and documents and provide them with the necessary resources;
- procedures for verification, approval and monitoring of works and services;
- the list and content of records regarding quality, which are required to provide evidence that the work processes and the end result of the provision of services meet the established requirements.

Responsibility for planning, control, quality improvement in each process and for interaction of processes is defined in DP. The matrix of the distribution of responsibilities and powers for the functioning of the QMS processes operating at the Academy is given in Annex D of this QG.

8.2 Customer-related processes

8.2.1 Defining requirements for provision of services

The process of determining customer requirements for services provided by the Academy includes:

- availability of official legislative and regulatory acts concerning the services provided by the Academy (p. 5 .2 of QG);
- dissemination within the Academy of information on customer requirements, changes in legislation relating to the provision of relevant services (p. 6.5.3 of QG);
- any additional requirements specified by the Academy and customers.

The full determination of customers' requirements is carried out in the process of analyzing regulations, inquiries, orders, applications, complaints, etc. (p. 8.2.2 of QG).

8.2.2 Critical analysis of requirements for provision of services

Critical analysis of requirements for services provided by the Academy is carried out by:

- customer satisfaction monitoring (DP "Consumer Satisfaction Assessment");
- monitoring the results of the Academy.

Based on results of critical analysis, the level of provision of the necessary resources for the performance of works is determined and structural subdivisions to perform them are assigned. If necessary, a decision is made to involve suppliers in the performance of works (p. 8 .4 of QG).

The results of critical analysis of requirements for provision of services are recorded in reporting and analytical materials, which are the basis for planning the activities of the Academy's structural subdivisions.

If the requirements submitted by the customer are not documented, they shall be set before the approval. In case the requirements for provision of services change, modification of the corresponding documents and acquaintance of the corresponding employees with changes in requirements shall be ensured.

8.2.3 Information communication with customers

Information about the main activities of the Academy and services provided is disseminated through the website of the Academy, the media (print, electronic, television channels) and is aimed at a wide range of people, including potential customers.

Within the limits of their competence, the Academy's staff processes customer inquiries, contractual documents (agreements, contracts, and additional agreements), etc.

Feedback from customers shall be provided in the prescribed manner:

- consideration of citizens' appeals
- customer satisfaction monitoring (DP "Consumer Satisfaction Assessment").

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8.3 Design and development

8.3.1 Design planning and development

The Academy can develop and implement new types of services within the current legislation or assign new functions to it in agreement with the following areas:

- training of specialists in accordance with the license of the MESU;
- training of scientific and academic and teaching staff of the highest qualification in the field of technical sciences;
- conducting fundamental and applied research on the development of science and technology;
- educational activities, etc.

From the moment of the decision on introduction of new service to the moment of its realization, the calendar plan of works (timetable) shall be drawn up. Planning covers the establishment of the necessary design stages and proper measures, in particular, project analysis, verification and approval. During the planning, the responsibilities shall be divided among the performers and the following steps shall be taken:

- taking measures to study the expectations of customers regarding the quality of services that the Academy plans to provide;
- consultations with customers on the introduction of a new service (if necessary);
- determination of requirements for service quality, their agreement, acceptance and approval;
- development of the process on service provision, its agreement, acceptance and approval;
- development of methods (instructions) on service provision, their agreement, acceptance and approval;
- making changes to job descriptions, regulations on structural subdivisions of the Academy and other QMS documents;
- staff training, if necessary, for the quality of new services;
- taking measures to inform customers about a new service and possibility of obtaining it;
- pilot implementation of a new service and analysis of its results.

For each event, the deadlines are determined, which is reflected in the work timetable.

During the development and implementation of a new service, the progress is regularly analyzed and, if necessary, reviewed by the management of the Academy.

8.3.2 Incoming data of design and development

At the beginning of the development of a new service, the Academy defines, documents and approves the requirements for it. These requirements are formed using the following sources:

- requirements of legislative and regulatory acts;
- the results of studying the needs and expectations of customers that order services;
- marketing research;
- ideas and suggestions of the Academy staff.

The requirements include:

- terms of providing services;
- information / protocols of QMS on the results of service provision;
- availability of a service, the possibility of applying for it;
- effectiveness of a service.

The defined requirements should reflect all aspects of a service that are important to customers and coincide with their view regarding the quality of a service.

8.3.3 Outgoing data of design and development

As a result of the development of a new service, the Academy develops and approves a set of documents required for its stable provision with the specified quality level (DP that describes the

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process of service provision, criteria for compliance or non-compliance and assessment of service quality, qualification requirements for staff, selection criteria for third-party organizations (persons, who are involved in the provision of a new service).

The set of outgoing data (documents) should be sufficient to verify compliance with all requirements for a new service defined at the beginning of the development.

8.3.4 Critical analysis of design and development

The critical analysis of work progress is carried out at appropriate stages in accordance with the timetable on development and implementation of a new service.

The critical analysis occurs as a discussion of the issue on work progress at the meetings of:

- Academic Council of the Academy;
- Scientific and Methodological Council.

The critical analysis involves not only the direct participants in the development of a new service, but also all interested officials and representatives of the Academy.

Decisions made as a result of critical analysis are recorded in the minutes, in particular, decisions may be made regarding adjustments in the timetable.

8.3.5 Check of design and development

The results of the work are checked at the appropriate stages, in accordance with the work timetable for the development and implementation of a new service. Unlike critical analysis, during the check not only the work progress is considered, but also the results are compared with defined requirements for a new service.

If the check reveals that the results of the design do not meet the specified requirements, a decision is made on further action, for example:

- to improve the results of certain development stages of a new service;
- to re-execute certain development stages of a new service in order to obtain better results;
- to review certain requirements for a new service;
- to refuse the further development of a new service (possible, if the decision on its development was initiated by the Academy itself);
- to appeal to higher authorities to provide the Academy with the necessary powers and resources for enabling stable provision of a new service in accordance with the specified requirements.

8.3.6 Design approval and development

At the appropriate stages, in accordance with the work timetable for the development and implementation of a new service (most often - at the stage of completion of works) the approval of the results of work is carried out. In this context, the approval of a new service means the confirmation that according to the developed documents it is really possible to provide a stable service that will meet certain requirements. This is confirmed, in particular, by:

- implementation of a pilot project and verification of compliance of its results with certain requirements;
- coordination of the design results with consumers.

Approval of a new service is carried out in the same manner as those already provided. The form of approval is reflected in the plan for its development. If the results of approval are negative, a decision is made on additional actions to improve a new service.

8.3.7 Control of changes in design and development

The decision on making changes to an existing service (changes to the requirements for its quality) can be made both by the management of the Academy within the existing powers and in accordance with changes in legislative and regulatory acts regulating the activities of the Academy.

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Changes to an existing service can be made either by the same algorithm as in the development of a new service, or by a simplified algorithm.

If a decision is made on the possibility of using a simplified algorithm, it must be determined. Thereby it is guaranteed that the changed service will be approved, and changes in one of the components of the service will be agreed with other components.

8.4 Purchase

8.4.1 Purchase process

Before purchasing the material and technical resources necessary to ensure the functioning of the QMS processes and the implementation of the statutory activities of the Academy, their compliance with the procurement requirements is determined. If the products / services which are planned to be purchased meet the requirements, a supply agreement is concluded with the supplier. The actions of suppliers, as also goods, works and services they supply are controlled. The methods and scope of such control depend on how the purchased material and technical resources affect the Academy's activities.

The supplier from whom the material and technical resources are purchased is selected and evaluated based on its ability to supply in accordance with the requirements of the Academy.

For this purpose, criteria for selection and evaluation of the supplier are developed and used.

Responsibility for the selection and evaluation of suppliers, control over the supply of goods, works and services provided by suppliers rests with:

- Vice-Rector in Administrative and Economic Work;
- Tender Committee;
- Legal Department;
- Chief Accountant.

The type and extent of control over suppliers of goods, works and services depends on their impact on the quality of services provided by the Academy.

The results of the supplier's evaluation and the actions to be taken on the basis of these results are recorded and formalized in the form of appropriate protocols (agreements, contracts, additional agreements, etc.).

8.4.2 Information on purchase

Information on purchase includes data on goods, works and services purchased, in particular:

- information about the manufacturer or supplier;
- name of goods, works and services;
- functional, operational and other characteristics and accompanying documents;
- transportation requirements (if necessary);
- cost, volumes and terms of delivery.

The choice of suppliers is made taking into account their ability to provide goods, works or services that meet certain requirements.

For the purchase of goods, works or services, agreements are concluded, which are registered and stored at Department of Planning and Economics and the AEU.

8.4.3 Inspection of purchased products

Before accepting the purchased goods, works or services, each head of the Academy department who placed the order checks the characteristics of the goods, works or services for compliance with the application, which contains the requirements for procurement.

8.5 Production and maintenance

8.5.1 Control of production and maintenance

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The Academy monitors the provision of services in such a way as to ensure that the services meet the established requirements. For this purpose, for each type of services provided by the Academy, there are defined managed conditions of their provision to customers:

- documented procedure of providing a service (for example, in the form of a documented process, instructions, etc.);
- the procedure of checking and assessing the compliance of a service with the established requirements (p. 9.2.4 of QG);
- qualification requirements for employees involved in the provision of services, requirements for their training (if necessary).

The processes and responsibilities of staff in providing services to customers comply with those ones established in the relevant laws and regulations, documented procedures. The documented procedures provide for the receipt and consideration of complaints and suggestions from customers to control the quality of performance and improve business processes.

8.5.2 Approval of production and maintenance processes

The services of the Academy, the quality of which cannot be fully verified before receiving them by customers, include:

- training of bachelors, masters in the field of knowledge "Transport", specialty "Sea and Inland Water Transport";
- training of junior specialists in the field of knowledge "Transport", specialty "River and Sea Transport"; in the field of knowledge "Mechanical Engineering", specialties "Shipbuilding", "Applied Mechanics";
- training of skilled workers in the following specialties: "Motorman", "Seaman", "Waiter", "Bartender", "Steward", "Baker", "Cook", "Electro-Gas Welder", "Cook-Seaman", "Administrator";
- preparation of doctors of philosophy in the field of knowledge "Mechanical Engineering", specialty "Materials Science"; in the field of knowledge "Automation and Instrumentation", specialty "Automation and Computer-Integrated Technologies"; in the field of knowledge "Transport", specialty "Transport Technologies", Sea and Inland Water Transport (Management of ship technical systems and complexes);
- conducting research;
- publication of collections of scientific works;
- review of abstracts, dissertations and scientific and methodological literature.

For each of the above services, the methods for approving the processes of their provision are defined, which are set out in the relevant information cards (Annex D).

Licensing is one of the processes that require the official recognition by the authorized body of the ability of the Academy to provide educational services in the relevant areas and to manage all the parameters for their implementation. Licensing of educational activities of the Academy and its accreditation are carried out in the manner prescribed by law. Rector of the Academy and guarantors of educational programs are responsible for the timely preparation and licensing of educational activities of the Academy and its accreditation.

8.5.3 Identification and traceability

Responsibility of the staff, methods of identification of requests for the provision of services received by the Academy, starting with their acceptance and before the provision of services to the customer, are set out in the relevant documents:

- Instruction on Record Keeping of the Academy;
- instruction on appeals of citizens, associations of citizens, enterprises, institutions, organizations, regardless of ownership in the media;

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- Regulation on admission of entrants to the Academy;
- administrative documents of the Academy's management;
- QMS documents.

At all stages of performance of works at the Academy, there is provided the possibility for traceability of certain characteristics of services or a document - the carrier of provided service. The monitoring and measurement of processes and services performed at all stages of the works ensure the receipt of data, on the basis of which their status is established:

- relevant service/work;
- inappropriate service/work.

8.5.4 Customer's property

As part of the customer's property management, the Academy undertakes to keep in proper condition and return after graduation (or in case of expulsion) the original documents on general secondary education (certificate of general secondary education, certificate supplement, certificate of external independent evaluation, documents of previous education, Certificate of the Unified Entrance Exam in a foreign language).

Throughout the training period, the above documents are stored in the personal files of customers.

In case of loss or damage of the customer's property, the Academy fixes this fact (according to p. 5.2.4), informs the customer and takes measures to correct the situation, as well as to avoid a recurrence of such a situation.

9. MONITORING, MEASUREMENT AND ANALYSIS

9.1 General provisions

Planning and implementation of monitoring, measurement, analysis and improvement processes include two phases of QMS process management:

- quality control of service provision;
 - improving the quality of service delivery.
- Quality control of service delivery processes includes:

- introduction of a system of monitoring and measuring processes, services, customer satisfaction, etc.;
- systematic analysis of data from the monitoring and measurement system in order to identify discrepancies with the set goals and planned measures to achieve them.

QMS improvement includes:

- implementation of corrective and preventive actions necessary to achieve the set goals and planned results;
- identifying and exploiting opportunities based on data analysis.

The QMS processes are monitored by authorized persons in the structural subdivisions of the Academy; their compliance with the established quality requirements and quality objectives is periodically determined (p. 9.2.3 of QG). The collected information on the functioning of the processes is analyzed by authorized persons at the departments of the Academy and at the meetings of the Academic Council and is the basis for planning measures to improve the QMS and use certain favourable opportunities (p. 9.4 of QG).

9.2 Monitoring and measurement

9.2.1 Customer satisfaction

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The Academy monitors the level of customer satisfaction with the quality of services they receive. To ensure the possibility of critical analysis of QMS by management during the annual cycle, similar studies are conducted for all types of services and customers categories. Measuring the level of customer satisfaction is based on a system of collecting data obtained in the process of questionnaires, surveys or other methods.

The main sources of information on customer satisfaction are the results of:

- direct questionnaires or customer surveys;
- consideration of appeals, proposals and complaints of customers (p. 9.3 of QG), etc.

Collection of information on customer satisfaction is carried out after each provision of the relevant service in accordance with DP "Consumer Satisfaction Assessment". The generalized results must be considered by authorized persons in the structural subdivisions of the Academy in order to identify possible problems and, if necessary, to take corrective or preventive action (p. 9.4, 9.5.2, 9.5.3 of QG). This information is taken into account in the critical analysis of the QMS by management.

A detailed description of the process is given in DP "Consumer Satisfaction Assessment".

9.2.2 Internal audit

Internal audit is conducted to:

- determine the compliance of QMS with the requirements of DSTU ISO 9001:2015;
- determine the compliance of the QMS with the requirements of the Academy;
- analyze the effectiveness of the QMS.

Internal audit is conducted according to the programs that are developed taking into account the results of previous audits, as well as taking into account the status of the processes to be audited.

Internal audit procedures are documented in DP "Internal audit" and are carried out in accordance with DSTU ISO 19011: 2003 "Guidelines for management systems audit and (or) environmental management".

Planning and results of internal audits are registered and formalized by protocols, which are managed in accordance with DP "Internal audit".

The heads of the structural subdivisions, in which the audit was conducted, are obliged, if needed, to develop and implement the necessary measures (p. 9.5.2 of QG) to eliminate the discrepancies identified during the audit and (if possible) the reasons of these discrepancies.

On the results of the implementation of these measures a report is drawn up, which is registered and documented in accordance with DP "Internal audit".

9.2.3 Monitoring and measurement of processes

Monitoring and measurement of QMS processes are carried out in order to:

- ensure that the processes meet the established requirements;
- develop the measures to eliminate non-compliance of processes with the established requirements (p. 9.5.2, 9.5.3 of QG);
- improve QMS processes (p. 9.5.1 of QG).

Evaluation criteria, methods, ways to monitor and measure processes, periodicity and responsibility are set out in the relevant QMS documents (p. 8.1 of QG).

Data collection for the analysis of the processes functioning includes the following sources of information:

- results of control and measurement at the relevant stages of service delivery processes (p. 9.2.4 of QG);
- results of internal and external inspections (p. 9.2.2 of QG);
- results of measurement and monitoring of customer satisfaction (p. 9.2.1 of QG).

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Process managers submit reports on the functioning of the processes to Department of Monitoring and Quality Management System (ISO) at intervals established by documented procedures (or in accordance with Rector's orders). Department of Monitoring and Quality Management System (ISO) summarizes the information provided and passes it on to the Academy's management for critical analysis and decision-making to maintain the QMS effectiveness and improve it. A detailed description of the process is given in DP "Analysis of data by management".

9.2.4 Monitoring and measurement of services

Requirements for the quality of service provision, including acceptance, control and measurement criteria, are set out in the relevant regulations and QMS documents (p. 8.1 of QG). The responsibility of staff in providing services, as well as monitoring and verifying their compliance with applicable requirements, is set out in the relevant QMS documents.

For each service provided by the Academy, there are defined actions to verify its compliance with certain quality characteristics. For each quality characteristic of the relevant service there are defined:

- verification scheme (with certain sampling parameters);
- responsibility for conducting the inspection;
- form of registration of inspection results;
- actions if during the inspection a non-compliance of the service was found.

Forms of services quality control:

- control of observance of terms and condition of performance at each stage of services rendering;
- verification of compliance with the conditions of providing educational services.

9.3 Control of inappropriate service

Action on a non-compliant service begins after the detection of works or services that do not meet the established requirements. Usually an inappropriate service can be detected during the monitoring or measurement of services both within the Academy and outside it - at the customer. Control of inappropriate service is carried out in accordance with DP "Management of non-compliant products".

Inappropriate services at the Academy may be:

- reduction of training period;
- postponement of the term of study;
- liquidation of the specialty;
- other.

In order to timely identify and eliminate inappropriate works and services, the DP «Discrepancy management» clearly defines the requirements and conditions of operation of each process, the procedure for identification and control of non-compliances. The discrepancy can be detected by:

- quality control of services;
- analysis of customer complaints;
- analysis of repeated appeals, orders, etc.;
- inspections of the Academy's activities by authorized bodies.

Depending on the nature of the discrepancy, its possible consequences, the possibility of its correction and legal requirements, the owners of the processes in which it was detected may propose the following measures:

- completion of inappropriate service in order to bring it in line with the established requirements;
- re-provision of the service;

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- acceptance of inappropriate service without changes, possibly after agreement with customers;
- refusal to provide the service.

The nature of discrepancies, as well as any further actions taken shall be registered in accordance with DP «Discrepancy management».

9.4 Data analysis

The management of the Academy regularly analyzes the data on customers' activities, requirements and expectations coming from different sources in order to identify opportunities for activity improvement. Evaluation and continuous improvement of QMS performance is carried out on the basis of analysis of data obtained as a result of monitoring and measurement of processes and works (p. 9.2.1, 9.2.3, 9.2.4 of QG), as well as data of internal audits (p. 9.2.2 of QG).

Required data for analysis:

- information on customer satisfaction, complaints (p. 9.2.1 of QG);
- results of internal audits (p. 9.2.2 of QG);
- information on the status of implementation of corrective and preventive actions (p. 9.5.2, 9.5.3 of QG);
- results of QMS documentation review;
- reports from the QMS management representative;
- information on the implementation of approved work plans;
- preliminary data of critical analysis by management;
- inconsistencies in the provision of services.

Systematic analysis of the Academy's performance of its functions and provision of services to customers is carried out in the form of:

- individual analysis by the management of the Academy;
- consideration at operational meetings, meetings of Rector's Office, the Academic Council, the scientific-methodical council, which is formalized by the relevant protocols.

The frequency of the analysis is established by the internal documents of the QMS, the responsibility for providing data for analysis is borne by the heads of subdivisions, services and departments of the Academy.

The result of the analysis is:

- administrative documents;
- corrective and precautionary measures;
- improvement and development measures.

Analysis of the data by management allows to identify favorable opportunities for improving QMS (p. 9.5 of QMS).

10. IMPROVEMENTS

10.1 Continuous improvement

Continuous improvement of QMS is carried out on the basis of:

- quality policy and objectives (p. 6.3, 6.4.1 of QG);
- results of internal and external audits (p. 9.2.2 of QG);
- data analysis (p. 9.4 of QG);
- corrective and preventive actions (p.9.5.2, 9.5.3 of QG);
- critical analysis by management (p. 6.6 of QG).

10.2 Corrective actions

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The procedure for corrective actions is set out in DP "Corrective and preventive actions". The results of corrective actions are registered and formalized in protocols in accordance with DP «Corrective and preventive actions».

Corrective actions are developed to eliminate the causes of:

- discrepancies identified during scheduled or unscheduled external and internal inspections (audits) of the QMS;
- discrepancies identified as a result of monitoring the QMS processes;
- remarks (claims, complaints or reclamation) of the customer;
- non-compliance with the established requirements for service delivery processes.

At detection of discrepancies in the course of control of activity, performance of the established procedures, functioning of process, heads of structural divisions should:

- carry out the analysis of the identified discrepancy;
- establish the cause;
- determine corrective measures, deadlines and those, who will be responsible for eliminating the cause of non-compliance;
- perform the assessment of the need for measures which ensure that non-compliances do not recur;
- monitor the implementation of planned corrective actions.

10.3 Precautions

The procedure for carrying out precautionary actions is established in DP "Corrective and preventive actions". In order to eliminate the causes of potential QMS inconsistencies, precautionary actions are performed, which are preceded by:

- identification of potential discrepancies and causes of their occurrence;
- assessment of the need for preventive action;
- development of necessary precautionary measures.

Precautions are taken in relation to the causes of any discrepancies that may arise. It is necessary to study the available information to identify, analyze and eliminate potential causes of discrepancies. The head of the structural subdivision must constantly analyze his/her activities and plan preventive actions. Staff are encouraged to identify areas where potential inconsistencies may arise and report to the heads of structural subdivisions.

In the general case, precautionary measures are developed and applied in cases of potential discrepancies detection during:

- analysis of the Academy's activities;
- analysis of the use of resources (staff, infrastructure);
- customer satisfaction analysis;
- analysis of quality records.

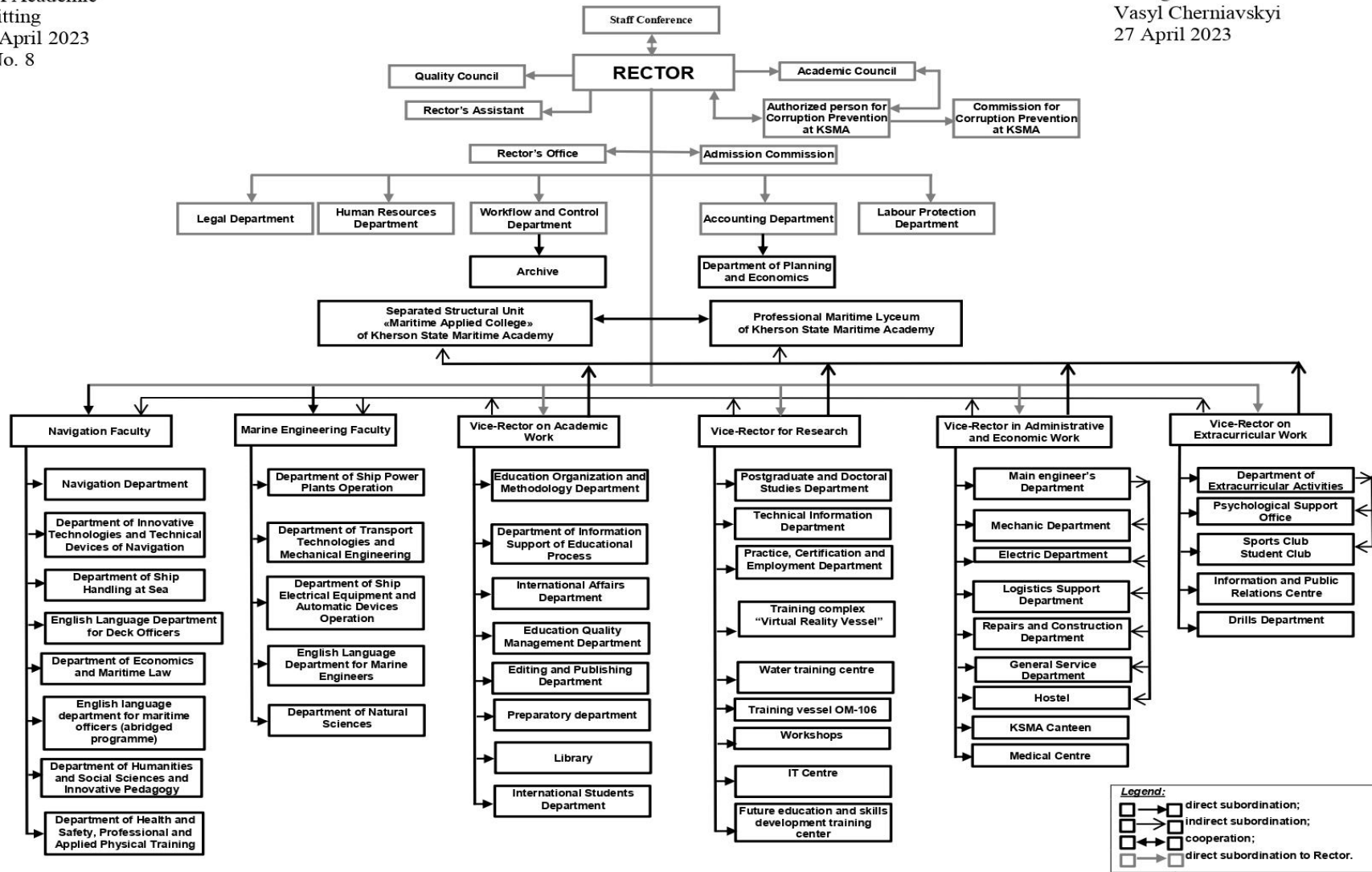
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Annex A

«AGREED»
By KSMA Academic
Council sitting
Dated 21 April 2023
minutes No. 8

**Management System of
Kherson State Maritime Academy**

«APPROVED»
Acting rector of KSMA
Vasyl Cherniavskiy
27 April 2023



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Annex B

List of processes covered by the quality management system at KSMA

№	Name of the process	QG items related to the process	The owner of the process
1	Strategic planning	8.1.	Rector
2	Control of QMS documents	5.2.3.	The one responsible for quality
3	Control of QMS protocols (records)	5.2.4.	Heads of subdivisions, departments, services
4	Control of inappropriate service	9.3.	Rector
5	Internal audit	9.2.2.	Education Quality Management Department
6	Corrective and preventive actions	9.5.2., 9.5.3.	Process owners
7	Critical analysis by management	6.6.	Rector
8	Training of masters	8.5.	Vice-Rector on Academic Work
9	Training of bachelors	8.5.	Vice-Rector on Academic Work
10	Training of junior specialists	8.5.	Head of the college
11	Training of skilled workers	8.5.	Director of the lyceum
12	Training of scientific and pedagogical staff	8.5.	Vice-Rector for Research
13	Conducting research work	8.5.	Vice-Rector for Research
14	Review of abstracts, dissertations and scientific and methodological literature	8.5.	Technical Information Department, Heads of departments, academic and teaching staff
15	Planning the educational process	5.1.3., 8.1.	Vice-Rector on Academic Work, head of Education Organization and Methodology Department
16	Educational and methodological support	5.1.3., 8.1.	Vice-Rector on Academic Work, head of Education Organization and Methodology Department
17	Study of satisfaction, expectations and informing consumers (customers)	6.2., 8.2.3., 9.2.1.	Rector, Education Quality Management Department
18	Maintenance of the academy website	5.1.3., 7.3.2., 8.1.	Department of Information Support of Educational Process

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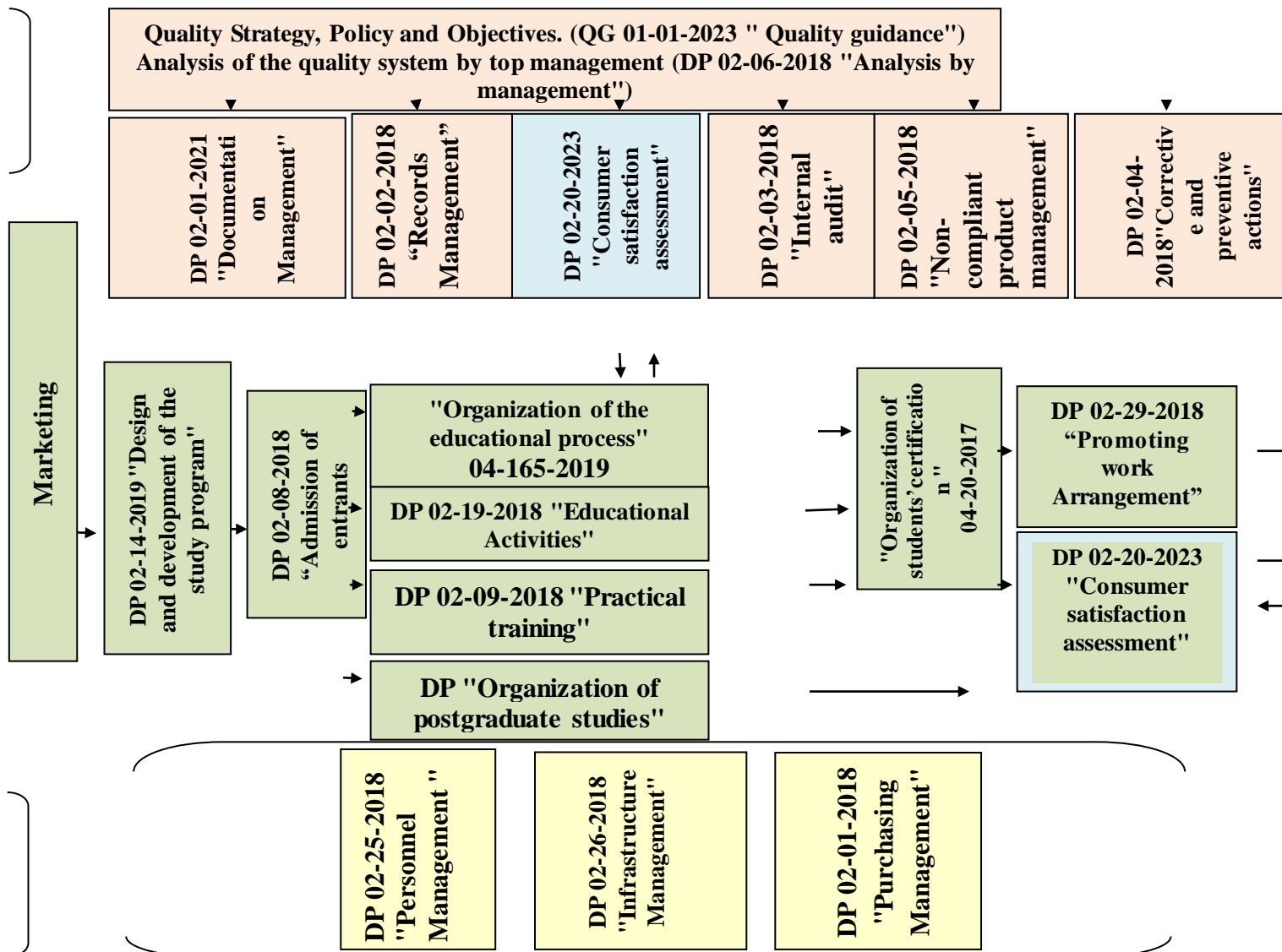
19	Organization of the Academic Council of the Academy	5.1.3.	Chairman of the Academic Council, Secretary of the Academic Council
20	Organization of office work and archival affairs	5.1.3.	Head of Workflow Department
21	Personnel management	7.2.	Head of Personnel Department
22	Infrastructure management	7.3.1.	Vice-Rector in Administrative and Economic Work
23	Information resources management	7.3.2.	Head of the Information and Computing Center, Director of the Library

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Sequence and interaction of processes

Annex C

CONSUMERS:
 External: State and society, entrants and members of their families, employers' organizations
 Internal: cadets, students, pupils, listeners, employees of KSMA, processes, structural subdivisions, departments, services



CONTINUOUS IMPROVEMENT

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Annex D

ALLOCATION OF RESPONSIBILITY AND POWERS

O – process owner (an official person or department responsible for the operation, monitoring and analysis of the process)

M – process manager (an official person or department responsible for the implementation and control of the process)

Activity	Rector of the Academy	Vice-Rector on Academic Work	Department of Planning and Economics	Vice-Rector for Research	Vice-Rector on Extracurricular Work	Education Quality Assurance Department	Responsible in departments, divisions, services	Process owners	Process managers	Group of internal auditors	Document developers	Department of Educational and Methodological Support of Learning Process	Department of Information Support of Learning Process	Information and Computer Centre	Information and Public Relations Centre	Department of Postgraduate and Doctoral Studies	Editing and Publishing Department	Department of Extracurricular Activities	Human Resources Department	Admissions Commission	Heads of structural units, departments, services	Workflow and Control Department	Vice-Rector for Administrative and Economic Work	Dean of Navigation Faculty	Dean of Marine Engineering Faculty	Heads of departments	Academic and teaching staff	Chairman of the Academic Council	Secretary of the Academic Council	Library	
Strategic planning	O	A	P	P	P	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	P	-	P	-	-	-	-	-	-	-
Control of QMS documents	-	-	-	-	-	O	-	-	-	-	M	-	-	-	-	-	-	-	-	-	-	P	-	-	-	-	-	-	-	-	-
Control of QMS protocols	-	-	-	-	-	P	M	-	-	-	-	-	-	-	-	-	-	-	-	-	-	P	-	-	-	-	-	-	-	-	-
Control of inappropriate service	O	-	P	P	P	-	-	M	P	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internal audit	P	-	-	-	-	O	-	-	-	M	-	-	-	-	-	-	-	-	-	-	-	P	-	-	-	-	-	-	-	-	-
Corrective and preventive actions	P	-	P	P	P	-	-	O	M	P	-	-	-	-	-	-	-	-	-	-	-	P	-	-	-	-	-	-	-	-	-
Critical analysis of QMS by management	O	-	-	P	P	M	-	P	P	-	-	-	-	-	-	-	-	-	-	-	-	P	-	P	-	-	-	-	-	-	-
Training of	-	O	-	-	P	-	-	-	-	-	-	-	P	P	P	-	-	-	-	-	P	-	-	-	M	M	P	P	-	-	

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Activity	Rector of the Academy	Vice-Rector on Academic Work	Department of Planning and Economics	Vice-Rector for Research	Vice-Rector on Extracurricular Work	Education Quality Assurance Department Responsible in departments, divisions, services	Process owners	Process managers	Group of internal auditors	Document developers	Department of Educational and Methodological Support of Learning Process	Department of Information Support of Learning Process	Information and Computer Centre	Information and Public Relations Centre	Department of Postgraduate and Doctoral Studies	Editing and Publishing Department	Department of Extracurricular Activities	Human Resources Department	Admissions Commission	Heads of structural units, departments, services	Workflow and Control Department	Vice-Rector for Administrative and Economic Work	Dean of Navigation Faculty	Dean of Marine Engineering Faculty	Heads of departments	Academic and teaching staff	Chairman of the Academic Council	Secretary of the Academic Council	Library	
masters	-	O	-	-	P	-	-	-	-	-	-	P	P	P	-	-	-	-	-	P	-	-	-	M	M	P	P	-	-	
Training of bachelors	-	-	-	O	-	-	-	-	-	-	-	-	-	-	M	-	-	-	-	P	-	-	-	-	-	P	P	-	-	
Training of teaching staff	-	-	-	O	-	-	-	-	-	-	-	-	-	-	-	-	-	-	M	-	-	-	-	P	P	P	P	-	-	
Certification training	-	O	P	P	-	P	-	-	-	-	-	-	-	-	-	-	-	-	M	-	-	-	-	P	P	P	P	-	-	
Conducting research work	-	-	P	O	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	P	P	-	-	
Issue of proceedings of scientific works	-	-	-	O	-	-	-	-	-	-	-	-	-	-	-	-	M	-	-	-	-	-	-	-	-	P	P	-	-	
Review of abstracts, dissertations, scientific and methodological literature	-	-	-	O/M	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	P	P	P	P	-	-
Planning the educational process	-	O	-	-	P	-	-	-	-	-	M	P	P	P	-	-	-	-	-	-	-	-	-	P	P	P	P	-	-	
Educational and methodical support	-	O	-	-	-	-	-	-	-	-	-	M	-	-	-	-	-	-	-	-	-	-	-	P	P	P	P	-	-	
Study of	O	-	-	-	P	P	-	-	M	-	-	-	-	-	P	-	P	-	-	-	-	-	P	P	-	-	-	-	-	

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LIST OF SHARING

No.	Subdivision	Copy No.
1.	Education Quality Assurance Department	Controlled
2.	Vice-Rector on Academic Work	Recorded No. 1
3.	Vice-Rector on Extracurricular Work	Recorded No. 2
4.	Vice-Rector for Research	Recorded No. 3
5.	Vice-Rector for Administrative and Economic Work	Recorded No. 4
6.	Department of Educational and Methodological Support of Learning Process	Recorded No. 5
7.	Department of Information Support of Learning Process	Recorded No. 6
8.	International Affairs Department	Recorded No. 7
9.	Editing and Publishing Department	Recorded No. 8
10.	Preparatory Department	Recorded No. 9
11.	Library	Recorded No. 10
12.	International Students Department	Recorded No. 11
13.	Workflow and Control Department	Recorded No. 12
14.	Department of Extracurricular Activities	Recorded No. 13
15.	Department of Practical Training, Certification and Employment	Recorded No. 14
16.	Human Resources Department	Recorded No. 15
17.	Department of Technical Data	Recorded No. 16
18.	Department of Postgraduate and Doctoral Studies	Recorded No. 17
19.	Centre for Simulator Training, Postgraduate Education and Advanced Training	Recorded No. 18
20.	Information and Computer Centre	Recorded No. 19
21.	Information and Public Relations Centre	Recorded No. 20
22.	Organizational Department	Recorded No. 21
23.	Psychological Service	Recorded No. 22
24.	Legal Department	Recorded No. 23
25.	Archive	Recorded No. 24
26.	Academic Secretary	Recorded No. 25
27.	Accounting Department	Recorded No. 26
28.	Department of Planning and Economics	Recorded No. 27
29.	Labour Protection Department	Recorded No. 28
30.	Medical Centre	Recorded No. 29
31.	Separate Structural Unit "Maritime Applied College of KSMA"	Recorded No. 30
32.	Professional Maritime Lyceum of KSMA	Recorded No. 31
33.	Navigation Faculty	Recorded No. 32
34.	Navigation Department	Recorded No. 33
35.	Department of Innovative Technologies and Technical Devices of Navigation	Recorded No. 34
36.	Department of Ship Handling at Sea	Recorded No. 35
37.	Department of Economics and Maritime Law	Recorded No. 36
38.	English Language Department for Deck Officers	Recorded No. 37
39.	English Language Department for Maritime Officers (abridged programme)	Recorded No. 38
40.	Department of Humanities and Social Sciences and Innovative Pedagogy	Recorded No. 39
41.	Marine Engineering Faculty	Recorded No. 40
42.	Department of Ship Power Plants Operation	Recorded No. 41
43.	Department of Ship Electrical Equipment and Automatic Devices Operation	Recorded No. 42
44.	Department of Transport Technologies and Mechanical Engineering	Recorded No. 43
45.	Department of Natural Sciences Training	Recorded No. 44
46.	English Language Department for Marine Engineers	Recorded No. 45
47.	Department of Health and Safety, Professional and Applied Physical Training	Recorded No. 46
48.	Commissioner for Anti-Corruption	Recorded No. 47

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PAPER OF ACKNOWLEDGEMENT

Department/subdivision	Full name	Date	Signature
Vice-Rector on Academic Work			
Vice-Rector on Extracurricular Work			
Vice-Rector for Research			
Vice-Rector for Administrative and Economic Work			
Education Quality Management Department			
Education Organization and Methodology Department			
Department of Information Support of Educational Process			
International Affairs Department			
Editing and Publishing Department			
Preparatory Department			
Library			
International Students Department			
Workflow and Control Department			
Department of Extracurricular Activities			
Practice, Certification and Employment Department			
Human Resources Department			
Technical Information department			
Postgraduate and Doctoral Studies Department			
Future Education and Skills Development Training Center			
IT Centre			
Information and Public Relations Centre			
General Service Department			
Psychological Support Office			
Legal Department			
Archive			
Academic Secretary			
Accounting Department			
Department of Planning and Economics			
Labour Protection Department			
Medical Centre			
Separated Structural Unit "Maritime Applied College of KSMA"			
Professional Maritime Lyceum of KSMA			
Navigation Faculty			
Navigation Department			
Department of Innovative Technologies and Technical Devices of Navigation			

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Amendment No.	Date	Pages as amended	List of clauses as amended

