

Quality Policy

Intent

To specify the framework and directions for James Cook University Singapore's quality management system that is appropriate to the purpose and context of the University and supports its strategic direction; provides a framework for setting quality objectives; includes a commitment to satisfy applicable requirements; and includes a commitment to continual improvement of the quality management system.

Scope

The framework applies across all James Cook University Singapore's activities.

Definitions

James Cook University refers to James Cook University Pte Ltd located in Singapore.

Quality, according to the International Organisation for Standards (ISO) refers to the degree to which a set of inherent characteristics of an object fulfils requirements.

Degree, refers to the amount, level, or extent to which something happens or is present.

Inherent, means existing in the object.

Characteristics refers distinguishing feature.

Object can be anything perceivable or conceivable. Examples are: product, service, process, person, organization, system, resource.

Requirements refer to need or expectation that is stated, generally implied or obligatory.

Policy

James Cook University is focused and committed to delivering high quality learning programs in a research-rich environment for its students within the environmental, legal and regulatory framework of Singapore. The following set of principles shall be embedded into all activities where possible.

- Aligning our activities with the Strategic Intent and values;
- Encompassing the four phase cycle of 'approach, process, systems and review' (APSR);
- Encouraging a culture of self-reflection and peer review so that strengths and weaknesses may be identified and addressed;
- Collaborating with our colleagues across boundaries;
- Embracing a student focused approach where student participation and feedback informs all phases of the quality cycle;
- Actively engaging with its stakeholders to meet their needs;
- Using evidence based practice, informed by scholarly review, and utilising quantitative and qualitative data for effective decision making and strategy evaluation; and
- Identifying and using relevant internal and external benchmarks and good practice to set goals and strive for improvement.

This policy shall:

- be available and be maintained as documented information;
- be communicated, understood and applied within the organization;
- be available to relevant interested parties, as appropriate.