



UNIVERSITY
OF BAHRAIN

QUALITY ASSURANCE POLICY

Authority / Owner of Policy: Competitiveness and Organizational
Development Directorate

Effective: 25/03/2015

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POLICY INFORMATION

Title:	Quality Assurance Policy
Policy Description:	This policy defines the University's approach to ensure that quality is being maintained and enhanced across the University's core areas such as teaching, research, community services, governance and operations.
Policy Scope:	<input type="checkbox"/> Academic <input type="checkbox"/> Administrative <input type="checkbox"/> Research <input type="checkbox"/> Student <input checked="" type="checkbox"/> General
Policy Status	<input type="checkbox"/> New policy <input checked="" type="checkbox"/> Revision of existing policy
Approval Authority:	University of Bahrain Council
Authority/ Owner of Policy:	Competitiveness and Organizational Development Directorate
Relevant Sustainable Development Goals (SDGs):	SDG 4 - Quality Education. SDG 16 - Peace, Justice and Strong Institutions. SDG 17 - Partnerships for the Goals.
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Document Number:	UOB-CODD-PO-002
Related Documents:	<ul style="list-style-type: none">• Benchmarking Policy• Policy for University Services Quality Evaluation Surveys• Quality Manual

Policy Stakeholders

- President
- Vice President
- Legal Advisor
- Deans
- Directors
- Faculty members
- Students
- Admin Staff
- All University Affiliates

1 Definitions

- The University:** University of Bahrain
- Internal assessment:** Ongoing monitoring and periodic assessment of the University's operations. It aims at identifying strengths and areas of improvements. Internal assessment may be conducted through peer review, internal audits, surveys, annual reporting, etc.
- External assessment:** An independent periodic review conducted by external bodies or institutions to evaluate the effectiveness of the university's operations and its academic and administrative systems. The process aims to enhance trust and ensure accreditation within the institutional and academic quality assurance cycle. External evaluation may be carried out through external review or external audit, in accordance with recognized quality standards.
- Benchmarking:** The practice of comparing operations, performances, academic programs, and legislation with comparable institutions.

Continuous Improvement:	An organized and periodic institutional approach that aims at continual development and regular review of policies, programs, procedures, and academic and administrative performance, through applying the Approach-Deployment-Review-Improvement (ADRI) model, and relying on internal and external assessments, evidence-based decision making, benchmarking, and stakeholder feedback; in a manner that ensures alignment with the University's mission and national and international quality standards, and achieves excellence and enhances performance.
Stakeholders:	A group of individuals or entities with a direct or indirect interest in the University who may positively or negatively influence or be affected by the University's actions and goals.
Strategic Performance Indicators:	Metrics used to measure performance and progress toward achieving strategic objectives, starting with a defined value such as a percentage, number, time period, or financial value.
Feedback:	Organized inputs and comments collected from internal and external assessors and from stakeholders at various levels, and reviewed regularly to analyze trends, guide improvements, and make evidence-based decisions.
Academic Accreditation:	Formal recognition granted by competent external bodies confirming that academic programs and systems meet the approved quality standards; and it comes as a result of an integrated methodology of internal and external evaluation within the institutional and academic quality assurance cycle.

2 Policy Purpose

The Quality Assurance Policy aims to establish a comprehensive framework that ensures the achievement of the highest quality standards in teaching and learning, scientific research, community service, institutional governance, and operational administration, in a manner that guarantees the integrity and institutional recognition of the awarded academic degrees and achieves continuous improvement in accordance with national and international standards.

3 Policy Scope

This policy applies to all academic and administrative organizational units at the University, including colleges, deanships, departments, centers, and directorates.

4 Policy Statement

- 4.1 **The University embraces an inclusive approach that applies continuous improvement in all areas and at all levels of the University's operations.**
- 4.2 **The University's quality assurance approach is based on the following principles:**
 - a. **Principle of Continuous Improvement:** The quality system at the University is based on continual development and continuous review of programs and procedures, in a manner that ensures the achievement of excellence and the elevation of institutional and academic performance.
 - b. **Principle of Internal and External Assessments:** The University adopts an integrated methodology that combines internal assessments and independent external assessments, with the aim of strengthening confidence in the quality of output and ensuring academic and institutional accreditation.

- c. **Principle of Evidence-Based Decision Making:** Academic and administrative decisions are built on accurate data and objective analyses, to ensure objectivity and transparency in planning and development processes.
- d. **Principle of Benchmarking:** The University's practices are based on analyzing the performance of peer institutions regionally and internationally and drawing on best practices that support continuous improvement.
- e. **Principle of Continuous Professional Development:** Capacity building and the development of the skills of faculty members and staff are considered an integral part of the quality system, in a manner that enhances performance and professional excellence.
- f. **Principle of Participation and Inclusiveness:** Quality is a collective responsibility in which all University affiliates—academics, administrators, and students—participate, in addition to the relevant external parties.
- g. **Principle of Transparency and Accountability:** The University is based on full disclosure of the results of reviews and reports, and bearing responsibility for the decisions and improvements taken, in a manner that strengthens stakeholder trust and ensures institutional integrity.
- h. **Principle of Innovation and Development:** The University encourages creativity in teaching, research, and administration, and provides an enabling environment for trying out innovative practices, in support of achieving excellence and competitiveness at the national and international levels.

5 Roles and Responsibilities

The University considers quality assurance a shared responsibility that covers all levels of the University. Every employee of the University is therefore responsible for all quality activities that fall within their sphere of influence.

5.1 Shared Responsibility and Cooperative Engagement:

- a. **Commitment to Collective Responsibility:** Quality assurance is a collective responsibility of all academic and administrative units at the University of Bahrain. Each unit is essential in maintaining the standards and contributing to the institutional quality enhancement.
- b. **Cooperative Engagement:** Effective quality assurance is achieved through the continuous collaboration and engagement of all stakeholders, including faculty, administrative staff, and other stakeholders to achieve institutional and academic quality assurance standards.
- c. **Role Clarification and Training:** The University is committed to providing continuous training and guidance to ensure that each academic department and administrative unit is aware of its specific roles and responsibilities in the quality assurance process.
- d. **Integration of Efforts:** All academic departments and administrative units must coordinate their efforts to implement the quality assurance policy effectively. This includes participation in scheduled reviews, data collection and analysis for quality measures, and engagement in continuous improvement initiatives.
- e. **Stakeholder Involvement:** The policy mandates involvement of external stakeholders such as industry experts and employers in the periodic review and evaluation processes to ensure alignment with best practices and industry standards.

5.2 Quality Assurance Approach:

- a. The University views quality in terms of 'fitness-for-purpose'.
- b. The policies, procedures, processes, and any equivalent thereof are considered fit-for-purpose if:
 - Supports the University's vision, mission, strategic objectives and their key indicators.
 - Objective and documented evidence is available, for example: the operational plan, strategic performance indicator reports, and internal and external review reports, which prove that the policies, procedures, and processes are designed and implemented in a manner commensurate with their defined roles and

functional objectives and is used as a reference to demonstrate fitness for purpose and to monitor continuous improvement.

6 Policy Procedures

6.1 Quality Assurance Approach:

The University adopts the Approach-Deployment-Review-Improvement (ADRI) model as the foundation of its Quality Management System.

The four steps are articulated as follows:

- a. **APPROACH:** Establish clear goals, policies, and strategic objectives that define the University's commitment to quality assurance and academic excellence.
- b. **DEPLOY:** Implement planned quality processes, allocating necessary resources, and ensuring that strategies are effectively executed across academic and administrative functions.
- c. **REVIEW:** Measure and evaluate outcomes through performance indicators, stakeholder feedback, and benchmarking against national and international standards.
- d. **IMPROVE:** Use data-driven insights to refine policies, enhance processes, and ensure ongoing development in alignment with institutional priorities.

- 6.2 All quality assurance activities, including evaluations, feedback collection, and review outcomes, must be systematically documented by the University. This ensures that every decision and improvement is traceable and based on verified data.
- 6.3 Documentation will serve as the foundation for evidence-based decision making. By analyzing documented results and feedback, the University can make informed decisions about program adjustments, resource allocations, and strategic enhancements.
- 6.4 Regularly review documented outcomes and feedback to identify trends, successes, and areas requiring improvement. This data shall be used to input strategic planning and to prioritize actions that align with the University's mission and strategic goals.
- 6.5 The University recognizes that stakeholders play a significant role in the Approach phase to establish the foundations of the University's commitment to quality assurance and in monitoring the results during the Review phase.
- 6.6 The University is committed to seeking input from the stakeholders through a variety of engagement strategies, for example:
- a. Stakeholder Meetings: Organized meetings with representatives of the concerned groups to review performance/policies and to document improvement outputs.
 - b. Focus Groups: Facilitated discussion sessions with a representative sample of stakeholders to explore in-depth views regarding various academic and administrative procedures, and it is one of the "Feedback" channels.
 - c. Surveys: A structured method of collecting data from a defined population or sample, often in the form of questionnaires or interviews, aimed at gathering feedback, opinions, or other data.
- 6.7 The University is committed to monitoring the effectiveness of its approach to quality through a variety of mechanisms, for example:
- a. Outcomes of external institutional and academic reviews;
 - b. Feedback from internal and external quality reviewers.

- c. Feedback from internal and external stakeholders at all levels;
- d. Benchmarking of performance against other similar institutions to identify and act upon areas requiring improvement.

7 Contact Information

To provide further assistance in implementing this policy, or any related questions, can be directed to the Competitiveness and Organizational Development Directorate:

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