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People

STRATEGIC PLANNING AND QUALITY AT IST

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1. STRATEGIC PLAN

- MISSION AND VISION
- KEY WORDS
- MAIN STRATEGIC DECISIONS
- FOCUS AREAS
- MAIN ACTION LINES

2. QUALITY SYSTEM

- MODEL
- DOCUMENTS
- QUALITY MANAGEMENT COUNCIL

3. QUALITY PLAN

- OBJECTIVES
- METHODOLOGY
- INDICATORS

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MISSION

To create and disseminate knowledge and ***to give our students the education and the knowledge tools to improve, to change and to shape society through science, technology and entrepreneurship****. By combining top quality education with research, development and innovation (RD&I) activities, according to the highest international standards, IST aims to provide students, alumni, faculty and staff an exciting and global environment geared towards solving the grand societal challenges of the century.*

VISION

To have ***IST as one of the top European schools of engineering, science and technology*** *by attracting and nurturing talent, who will work in a global, international, culturally diverse and vibrant urbane environment. Efficient management, attractive and diversified infrastructure and a holistic merit-based culture are instrumental in fostering, through science, technology, and innovation, the impact in society of our global community.*

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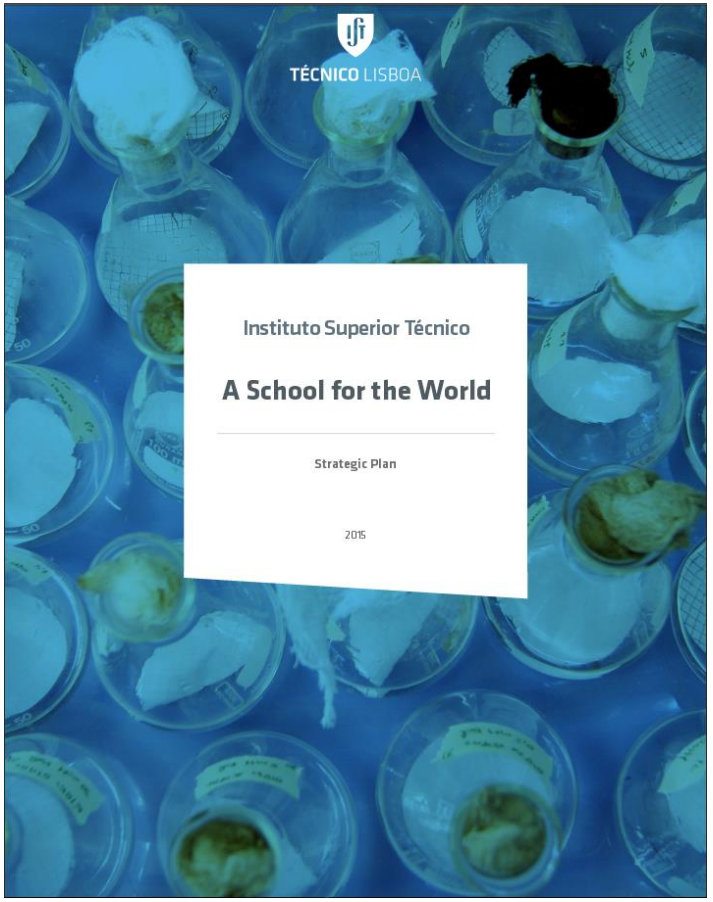
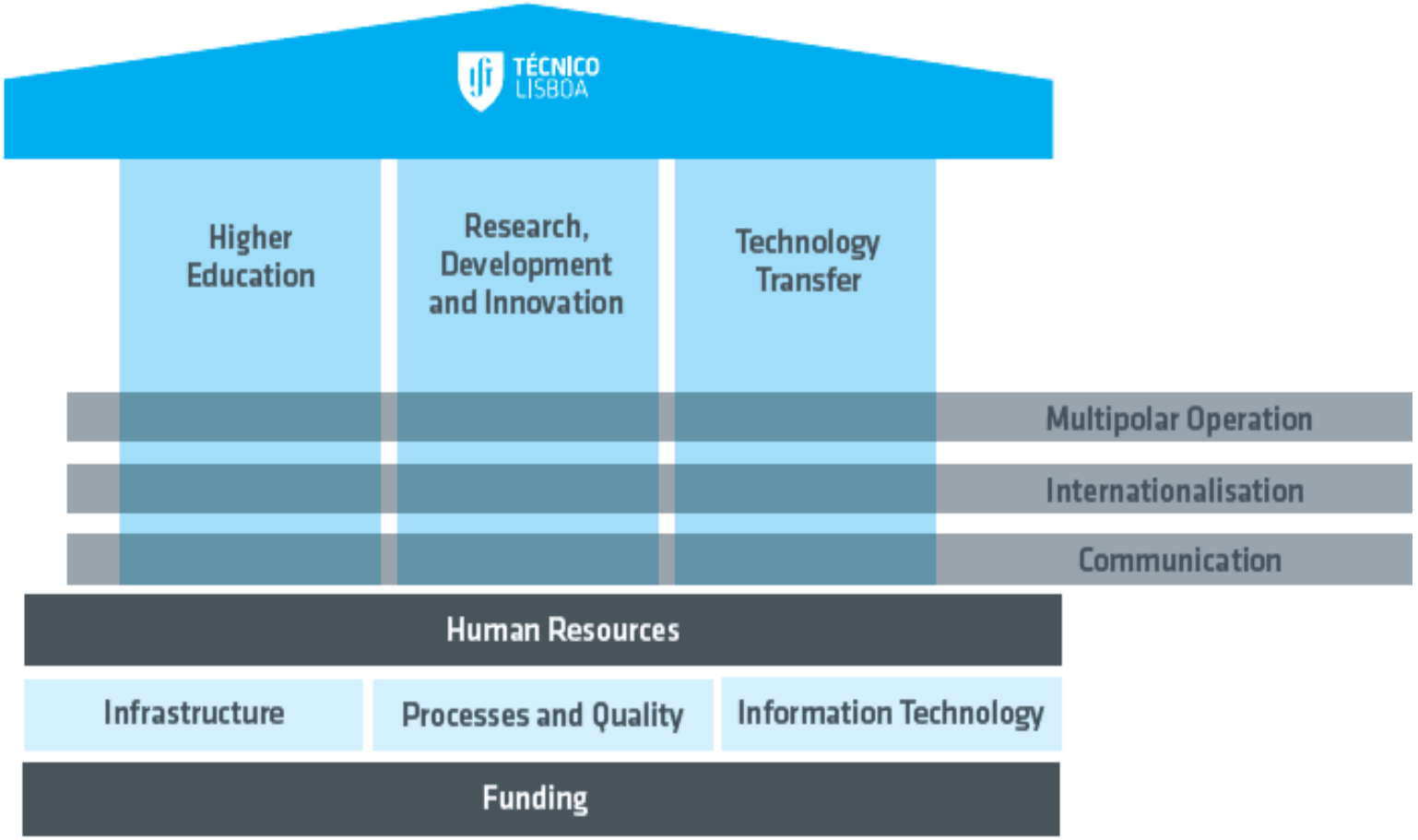
A SCHOOL FOR THE WORLD

- ✓ *World-Class Learning Environment*
- ✓ *Leading Research*
- ✓ *Global Impact*

Key words



1. STRATEGIC PLAN
FOCUS AREAS



I. STRATEGIC PLAN
MAIN ACTION LINES – HIGHER EDUCATION

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- Improve academic success
- Develop digital contents and e-learning platforms
- Increase attractiveness of MSc and PhD degrees
- Improve curricula flexibility and mobility of both national and international students
- Stimulate lifelong learning
- Streamline the educational offer

I. STRATEGIC PLAN
MAIN ACTION LINES – PROCESSES AND QUALITY

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QUALITY POLICY

- ✓ commitment to ensuring the quality of teaching, research, internationalization and technology transfer
- ✓ according to the guidelines adopted by national and international entities
- ✓ institutional development based on targets formally established in strategic management tools
- ✓ promoting active participation of academic community in continuous improvement processes

Identification, consolidation and dissemination of good institutional practices

Assessment processes at departmental and research unit levels

Consolidation of the assessment processes regarding the programmes offered

Consolidation of the internal assessment of faculty, researchers and non-academic staff

Redefinition and optimization of administrative processes within the IST universe

Align and monitor IST positioning in international rankings

2. QUALITY SYSTEM

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CERTIFICATION - January 2013 – 6 years

AUDIT AREAS	RESULTS
Teaching and Learning	*DEVELOPING* *Substantial Development*
Research and Development	*DEVELOPING* *Substantial Development*
Links to Society	*DEVELOPING* *Substantial Development*
Information System	CONSOLIDATED Very Advanced
Human Resource Management Policies	*DEVELOPING* *Substantial Development*
Support Services	*DEVELOPING* *Substantial Development*
Publication of relevant information to stakeholders	*DEVELOPING* *Substantial Development*
Internationalisation	*DEVELOPING* *Substantial Development*

2. QUALITY SYSTEM
MODEL

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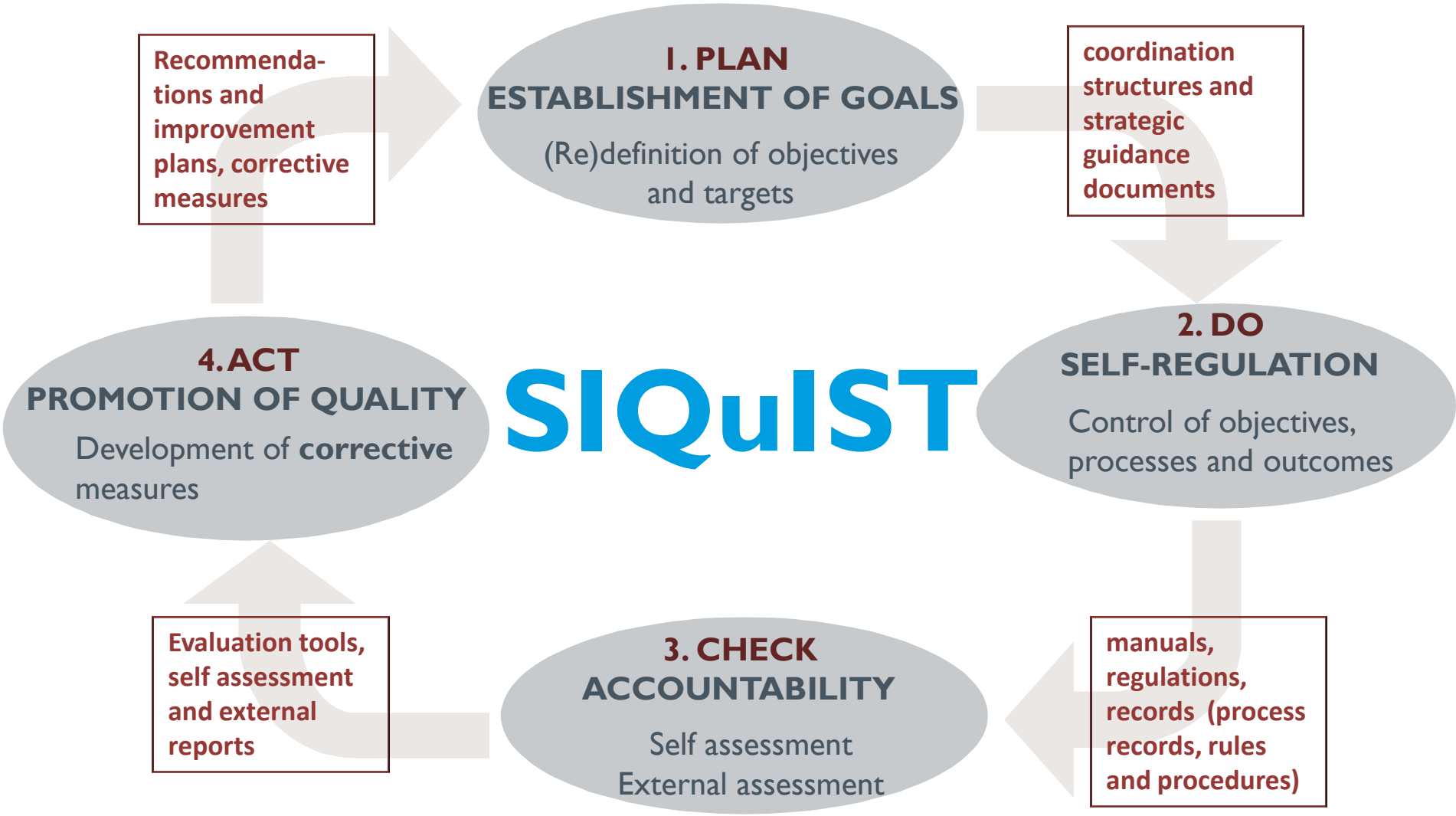

2. QUALITY SYSTEM
QUALITY MANAGEMENT BOARD

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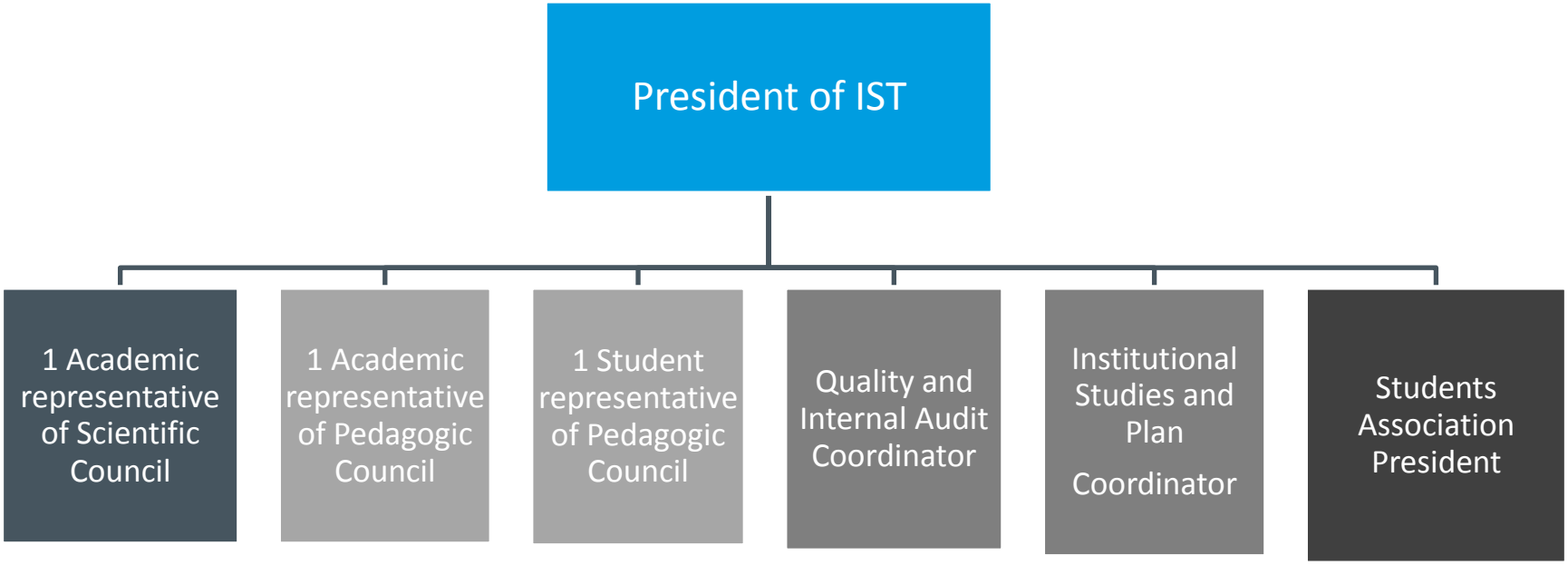
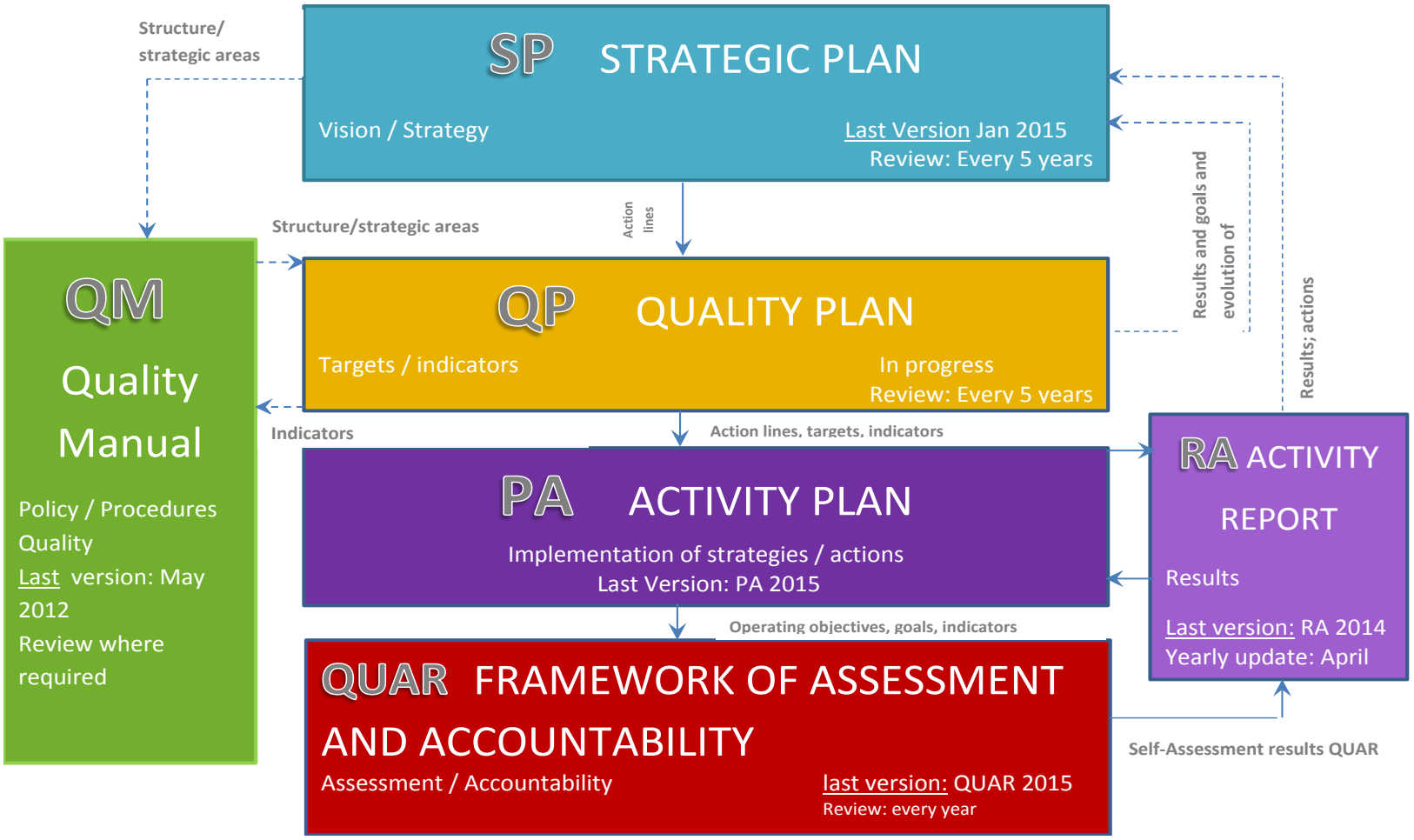


2. QUALITY SYSTEM
SUPPORTING DOCUMENTS



3. QUALITY PLAN

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ARE WE DOING *THE RIGHT THINGS RIGHT*?

FOLLOW-UP

KPI - Key Performance Indicators

- *Quality Indicators:*
  - *Process indicators measuring expectations, perceptions, satisfaction, improvement, impact*
- *Progress Indicators:*
  - *Informative indicators measuring results, achievements, outcomes, success*

Strategic Plan Comittee

✓**17 members for 11 focus areas**

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Strategic line, Goal, Objective, Action

PLANNING

Line	Goal	Objective	n.º LAPE	Action
1. · **World class learning environment**: the objective is to position IST as a reference in terms of its learning culture, environment, methodologies and results. The following specific actions, included in one or more action plans, contribute directly to this top priority, including:	1. o Development of new spaces available to students and improvement of existing facilities, with the objective of creating a stimulating physical environment where students from different areas and cultures intermix.	Construction of the 'Arco do Cego' Learning Center	I 1	
		Improvement of student support infrastructure	I 2	
		Improvement of quality of living in IST	I 3	
		Increase of IST campuses sustainability	I 4	
	2. Development of digital contents and e-learning platforms and methodologies, as well as adoption of other mechanisms that improve the quality of the results obtained by the students.	Improving the Academic Success	ES 1	Monitor programme curricular units with high failure rates with special emphasis on cross-curricular units
		Develop digital contents and e-learning platforms	ES 2	
		Increase the attractiveness of MSc and PhD degrees	ES 3	
		Stimulate lifelong learning	ES 5	
		Streamline the educational offer	ES 6	
		Promote a strategic offer of advanced training programs, designed for Portuguese-speaking countries (PLOP)	I 2	
	3. Increasing in the number of international students and faculty members, with a focus on attracting the best talents through a stronger participation in international programs and networks	Internationalization through mobility of researchers	ID&I 5	
		Increase the number (and diversity) of international students	I 1	
		Rely on outgoing exchange students to promote and increase IST's international visibility	I 3	
		To attract, to keep and to motivate the top talents	CH 1	
		Foster internationalization of the faculty and the staff	CH 2	
		Improve the flexibility of the curricula, as well as the mobility of both national and international students	ES 4	

3. QUALITY PLAN

- **Person in charge, KPI definition, Acceptance and Target, Milestones, Monitoring and Evaluation Tools, Resources, Priorities**

Person in charge	KPI definition	Acceptance and Target KPI	Milestones	Monitoring Tool	Evaluation Tool	Resources	Priority
CG/DT	% SATISFACTION participants of the recruitment						
CG/DT							
CG/DT							
CG/DT							
CP	Average time to complete the Programme						
CP							

THANK YOU!

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ANTÓNIO GUTERRES

Next UN Secretary-General
IST Alumnus

- ✓ **Alumnus and former professor of IST**
- ✓ **In 1971, he graduated in Electrical Engineering and became professor at IST teaching Telecommunications and Signal Processing Theory**
- ✓ **He began his political career in November 1975 and was Portugal prime-minister (1995-2002)**
- ✓ **He was Visiting Professor at IST from 2003-2009, where he lectured Sustainable Development and Innovation**
- ✓ **He was United Nations High Commissioner for Refugees (2005-2015)**

ALUMNI TALKS

"We live in a confused world, where the unpredictability of events became the key feature. We must have self-discipline and a strong capacity analysis. Therefore, the mental discipline that I acquired at Técnico is the most important thing that I have"