

BENCHMARKING OF ACCREDITATION PROCESSES IN HEI – CHALLENGES, CRITERIA & APPROACH

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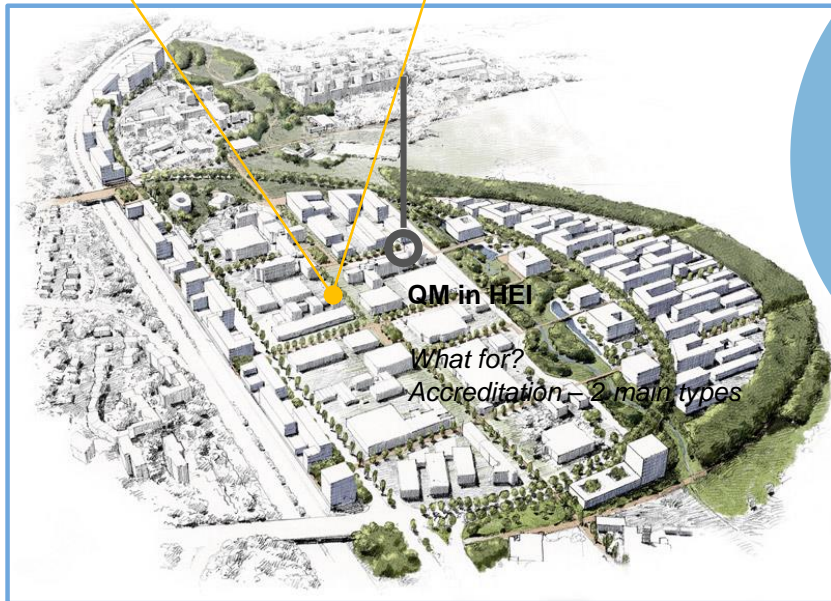
Laboratory for Machine Tools and Production Engineering (WZL)

Cooperations for Basic Research as well as Applied Development



Laboratory for Machine Tools and Production Engineering (WZL)

- Formed in 1906
- Institute of RWTH Aachen University
- Four chairs and six fields of research
- More than 800 staff members
- More than 10,600 m² laboratory and office space



basic research
& applied
development



Institutes and Professors (from left to right)

- Production Metrology and Quality Management (Prof. Dr.-Ing. Robert Schmitt)
- Manufacturing Technology (Prof. Dr.-Ing. Dr.-Ing. E.h. Dr. h.c. Dr. h.c. Fritz Klocke)
- Production Engineering (Prof. Dr.-Ing. Dipl.-Wirt. Ing. Günther Schuh)
- Machine Tools (Prof. Dr.-Ing. Christian Brecher)

Accreditations...

- ... ensure a basic quality within the study programs or the quality management system of a higher education institution.
- ... are an official seal and include governmental requirements.
- ... are not a method of self-observation and therefore benefit from the input of external reviewers.
- ... lead to a continuous use of quality assurance tools as well as the increased involvement of various relevant stakeholders.
- ... are an efficient method to translate necessary measures into action as they stick to governmental restrictions, show the point of action and have a strict time restriction.



Increase of Quality Assurance within the Higher Education Institution



Benchmarking

The Motivation

Benchmarking...

- ... would allow higher education institutions to analyze their strength and weaknesses systematically and to create meaningful comparisons.
- ... could be used as instrument for the self control for an autonomous and independent organization.
- ... could help as toolkit to ensure that strategic decision process is as rational as possible.
- ... has advantages against rankings and evaluations as they are not methods of self-monitoring but of observation by others - both instruments measure results only in retrospect.
- ... is an efficient method as identified, strategic relevant key indicators allow a continuous monitoring of the benchmarking objects.



*Increase of Quality of Institutional Development and Strategic Performance
by Best Practice Transfer*



Source: HQSL 2012; HIS 2007; ESMU 2010

Benchmarking

Phases & Approach

Phase I: Preparation

1. Determine the benchmarking project
2. Determine the benchmarking team
3. Determine the relevant criteria for the performance evaluation
4. Determine the benchmarking partner

Phase II: Analysis

1. Analysis of information sources
2. Identification of gaps in performance and costs
3. Analysis of causes
4. Communication of results

Phase III: Implementation

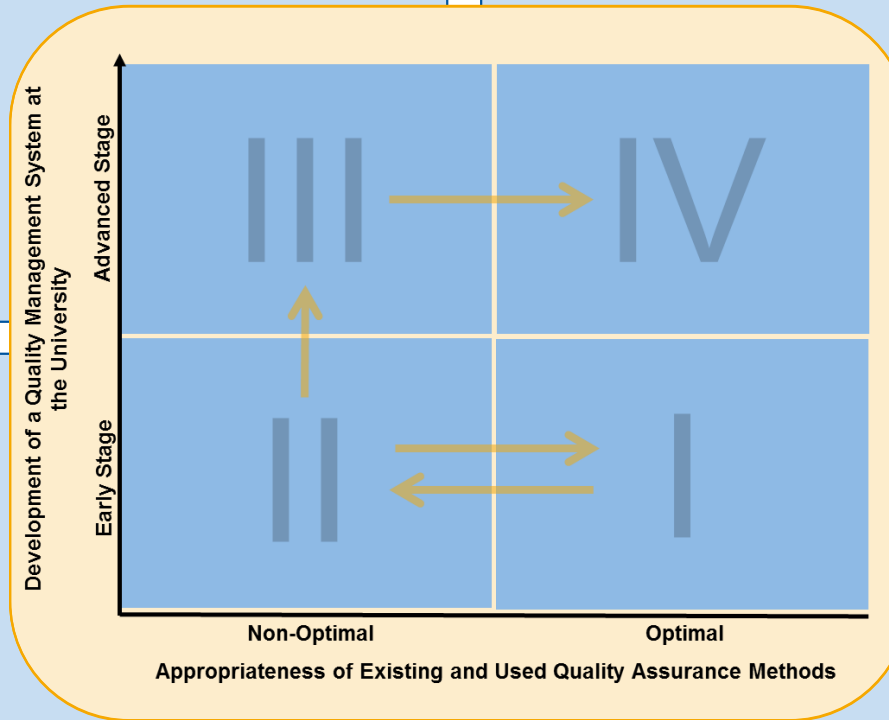
1. Definition of goals and strategies to eliminate the identified gaps
2. Determine action plans for the realization
3. Realization of plans
4. Control of realization plans

Linking Benchmarking and Accreditation

Classification & Portfolio

- QA methods & study programs are developed sufficiently
- Linkage between program individual QA methods is missing

- QA methods are not used optimal or do not exist
- Existing methods are not appropriate for structure & strategy



- All study programs are included in the QMS
- Optimization of processes is pursued

- QA methods are appropriate
- QA methods provide optimal level of information

CONTACT INFORMATION



We look forward to hearing from you in order to develop ideas with you or to answer any questions.



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