



**Title:**

**In the Way to ISO 9001:2008: Obtaining the Quality Certification in Public Higher Education**

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**Introduction:**

Quality Management in Higher Education is a rather complex and each day more challenging process. Nevertheless, it is believed to soon become the cornerstone for the development of modern Higher Education, so with an increasing role on Society itself; the clear assumption of this might be the – so needed - turning point in the relations between Academy and the “Real World”, helping to fill the gap.



**Discussion:**

Motivated by the circumstances (both, the recent adaptation of the Nuclear Medicine Degree Course *Curriculum* to “Bologna Process” and the creation by the Portuguese government of the “*Agency for Assessment and Accreditation of Higher Education - A3ES*”) as well as the strategic decision to prepare and invest ourselves on International Projects (as, for instance, the participation on *Erasmus Mundus* and other international programmes) create the recognition of the right moment and opportunity (two years ago) to start the process of Quality Certification of Nuclear Medicine Degree Course. The process started with a Technical Specification Certification, already completed and fully implemented since September 2010. This Quality Certification is totally centered into the “costumer” (in this case, the Student) and in the overall quality of the services being provided.

The second planned step is the Certification according to one of the best known Quality Standards: ISO 9001: 2008. This standard is concerned with Continuous Improvement, essentially through preventive action, always paying great attention to enhance Costumers Satisfaction and the strict compliance with all the related regulatory requirements. The Quality Management System implementation was only possible with fully commitment of all the parties involved, beginning with the Institution Direction Board, passing by the Course Coordination Board, continuing with all the Teaching staff, but also including Administrative and Auxiliary staff, ending with the strong and permanent involvement of the Students.

**Conclusion:**

Overall, the QMS implementation prompted us to clearly define Goals and Objectives, relating them with time, making possible an efficient monitoring, while allowing us to continually improve the Quality of the Services being provided to our “Interested Parts” - always with the Students in the first place but ultimately to the Society - creating the conditions for a great level of awareness, efficiency and capacity of reaction, namely regarding the strength and weak points identified, but also to take a good measure of occurring opportunities and to avoid eventual threats.

*Foi decidido que não será apresentada a versão integral deste documento.*

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*It has been decided that it would not be shown the entire version of this document.*

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