

The Creation of an Integrated Database for the Continuing Education Service at the University of Geneva

The case study analyses the University of Geneva's efforts to standardise the ways in which it manages its continuing education programmes through the creation of an integrated database specifically for the Continuing Education Service at Geneva University.

It describes the reasons that the database was required, how it was designed and developed, its structure and its impact. It also describes the influence of ISO 9000 and TQM on the project

The case study demonstrates the necessity of creating efficient, common tools to ensure a high quality service taking into account faculty structures, high numbers of participants and a diversifying and expanding programme of continuing education.

Key themes

ISO 9000

Quality improvement

Total Quality Management (TQM)

Ahidoba Franchi, University of Geneva, Switzerland

Email: ahidoba.defranchi@formcont.unige.ch