

Building Quality Standards in the Competitive Context of Continuing Education

The case study focuses upon the question of building quality standards in the competitive context of continuing education.

It describes a) the different periods and models in introducing quality standards (from EFQM to ISO 9000) at the University Pierre et Marie Curie b) the organisation and implementation with a double level of piloting (strategic and operational) and c) the results of quality initiation ie. students are treated as customers, the development of evaluation sheets, tutorship system, the involvement of the President in quality approach and documentation in view of certification with the goal to achieve a ISO 9000/2000 certificate in 2004

The case study demonstrates the necessity of quality in continuing education provided by universities in competition with educational organisms and private companies and the importance of quality development by applying EFQM and ISO 9000

Key themes

Course design

EFQM

ISO 9000

Quality improvement

Claude Alquie, University Pierre et Marie Curie, Paris 6, France

Email : claude.alquie@upmc.fr