

A. Personal data

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Affiliation and Department/Unit	University of Graz, Center for Continuing Education
Web address	http://www.uni-graz.at/ContEd/
Job function	Director

B. Expertise description on Quality – University Continuing Education
(max 50 words)

QM in UCE at course level (continuously)

as developer and provider expertise of quality in UCE

QM in UCE at university-wide level

as project manager and expert (in a project group) development of a QM – Model for UCE (peer review and self-evaluation) for the University of Graz

QM at institutional level (Center for UCE)

as director responsibility for the QM of the Center for Continuing Education of the University of Graz

- c. **Write 5 Keywords describing your experience in UCE** (Examples: Customer, Teacher, Trainer, Organizer, Supplier, EFQM, ISO, Quality assurance, Quality audit, Quality control, Quality management, Product designer, Service support, Delivery, Quality manual, Quality plan, Quality rules, Quality system, TQM, etc.)

Organizer and Supplier, Quality Management

D. Relevant dates of Involvement in UCE (years)

15 years

E. Involvement in Three Projects or Case Studies of Quality of UCE
(max 20 words each)

- a) QM in UCE at course level (continuously)
- b) QM in UCE at university-wide level
- c) QM at institutional level (Center for UCE)