

**A. Personal data**

<b>Name</b>	Dr. ANNA ZBIERZCHOWSKA, PhD.
<b>Address</b>	Al. Niepodległości 162, 02-554 Warszawa / Warsaw/, POLAND
<b>Phone/Fax</b> (country and area code)	+48 22 849 53 17 / + 48 22 849 53 17
<b>E-mail</b>	azbierz@sgh.waw.pl
<b>Affiliation and Department/Unit</b>	WARSAW SCHOOL OF ECONOMICS Department of Quality Management
<b>Web address</b>	www.sgh.waw.pl
<b>Job function</b>	Senior Lecturer

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

I work as an academic teacher at the Department of Quality Management. My expertise is in the field of quality management, quality of products and processes.

My special interests are:

- quality of education process, including continuing education
- quality evaluation in relation to: educational services for students/ also adult/; methods and tools for quality improvement.

**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.)**

- Teacher, Postgraduate studies, Quality management, Quality evaluation, TQM

**D. Relevant dates of Involvement in UCE (years)**

- Postgraduate studies for adult – “Quality Manager” – organization and direction – 1995 till now.
- University representative to EUCEN and continuing education affairs – 2001 till now.

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

1. Project THENUCE, SOCRATES - ERASMUS, 2000 – 2003, European Thematic Network in University Continuing Education – co-ordinator at Warsaw School of Economics.
2. Project EQUIPE, SOCRATES - GRUNDTVIG 4, 2002 – 2005, European Quality in Individualised Pathways in Education – manager at Warsaw School of Economics.
3. Case studies – “Continuing education at Warsaw School of Economics” – presented during the EUCEN workshop in Warsaw, October 2001, Pedagogical University.

An article in “e-mentor” magazine, entitled “Warsaw School of economics in European Universities Continuing Education Network EUCEN”, June 2004.