

<b>PROTOCOL - RESOURCES</b>							
<b>Quality area</b>	<b>Resources</b>						
Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures	<i>ESG standard: 3.3, 3.5, 3.6</i>						
Approved on	25.12.2012						
Approved by	<b><i>ANQA management</i></b>						
Valid until	December 2015						
Version	02						
Responsible for the Quality area	Arusyak Harutyunyan Lusine Hovsepyan						
<b>Goals</b>							
<b><u>Strategic goals</u></b>							
1. To have sufficient resources for ANQA to implement internal and external QA processes effectively.							
<b><u>Targets</u></b>							
2. To provide sufficient material resources and equipment (and their maintenance and replacement, if necessary) for ANQA staff and Accreditation Committee (through WB and Tempus project funding )							
3. To ensure the purchase of sufficient office supplies to support ANQA staff and Accreditation Committee staff work							
4. To provide sufficient working conditions for ANQA and Accreditation Commission staff. (standard heating, cooling, lighting, cleaning and WC facilities)							
5. To provide access to sufficient library resources (hardcopy or electronic, as needed)							
<b>Indicators for evaluating targets</b>							
1. Rooms and conference halls for employees, to include office furniture, computers, and peripheral equipment							
2. Report which indicates the data regarding the acquisition of materials, supplies, equipment and utilities necessary to maintain the office functions.							
3. Observation of office space and data regarding environmental conditions in the offices.							
4. Catalogue of all useful library resources							
<b>Description of main activities</b>							
1. Setting up of a group, in which persons responsible for each quality area are present							
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name							
xx	Arusyak Harutyunyan						
xxx	Lusine Hovsepyan						
2. Frequency of meetings: Twice a month							
Goals:							
<ul style="list-style-type: none"> <li>• to plan follow up activities</li> <li>• to discuss the completed tasks</li> </ul>							

<ul style="list-style-type: none"> <li>• to conduct analyses of the staff satisfaction</li> <li>• to plan the distribution of roles and responsibilities</li> </ul>
<b>Evaluation</b>
<p>Organisation</p> <ol style="list-style-type: none"> <li>1. Questionnaire on ANQA staff satisfaction regarding office resources and conditions (once or twice a year)</li> <li>2. Reports on usage of supplies and functionality of the facility and equipment (once a year)</li> </ol>
<b>Accountability/Responsibilities</b>
<p>Overall: Ruben Topchyan Per area: Lusine Hovsepyan</p>
<b>Reporting</b>
<p>Periodic meetings Annual reports</p>
<b>Improvements</b>
<b>Documents</b>
<ul style="list-style-type: none"> <li>• Audit protocols</li> </ul>

## **Attachment 1**

### **Agenda (twice per month, 10:00 – 12:00)**

- ✓ Discussions on the completed tasks and implemented activities
- ✓ Evaluation of the completed tasks
- ✓ Discussions of the planned activities
- ✓ Distribution of roles and responsibilities among the group members
- ✓ Discussions on the evaluation analyses

**Attachment 2**

Action

Plan

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