



UNIVERSITY OF LATVIA QUALITY POLICY

With amendments by 12.02.2024.

Amendments: UL Council decision No. 1-48/5 of 12.02.2024.

1. The aim of the University of Latvia Quality Policy is to facilitate the progress of the University of Latvia's (hereinafter – UL) towards continuous quality improvement, implementation of its vision, mission, guidelines, and achievement of strategic development goals by defining a set of quality-related principles and actions required for achievement thereof in science, studies, lifelong learning as well as cooperation with public.

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2. The University of Latvia Quality Policy is implemented in accordance with the values defined by the UL, the principles of Total quality management, the approach of excellence and the internationally recognized quality management methodology – EFQM (European Foundation of Quality Management) excellence model.
3. The UL Quality Policy is binding on the entire UL community and applies to all the UL branches of activity. Personnel contributes to building the culture of quality.
4. The UL defines quality as a measure of excellence, which characterises the ability to meet or exceed the foreseeable needs and expectations of key stakeholders involved in its operation and to satisfy the requirements advanced by regulations and quality standards.
5. The UL quality principles are, as follows:
 - 5.1. Science-based continuous and dynamic development of the UL towards achievement and excellence;
 - 5.2. the UL stakeholder-centred approach, the environment focusing on creativity, collaboration and openness, leadership enhancing internal and external collaboration and co-creation;

- 5.3. ethical and equal attitude, high standards of work culture, behaviour and communication;
 - 5.4. responsible attitude and orientation towards ensuring economic development, environmental sustainability and the long-term interests of society at global, regional and local level;
 - 5.5. ensuring the continuity of Latvian identity, culture and national values, promotion of prosperity;
 - 5.6. active participation in the development of Latvian, European and global area of higher education and science, advancement of its competitiveness.
6. The following preconditions are ensured for the implementation of the UL Quality Policy:
- 6.1. focus on creativity, research excellence, the use of innovative technologies, collaboration and openness, as well as promotion of resource-efficiency, change management and the improvement of performance;
 - 6.2. continuous development of the quality management system, leadership and equal opportunities for the stakeholders involved in the development and improvement of the quality management system ensured with the required resources;
 - 6.3. internal control and evaluation of achievements for identifying the necessary improvements, based on risk management, internal audit, performance management and strategic reviews, as well as regular self-assessment on several levels.
7. The Rector of the UL shall ensure:
- 7.1. setting up a consultative body - the UL Quality Advisory Commission, and ensuring the involvement thereof in quality improvement;
 - 7.2. formulation of quality policy in the areas of scientific activities, studies and lifelong learning as well as cooperation with the public.
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8. The person responsible for the UL quality management shall ensure the establishment, implementation, continuous maintenance and development of the quality management system, its consolidation by internal regulatory enactments, documentation of the implemented quality management practices in the quality management manual and regular involvement of representatives of the key UL stakeholders in the improvement of the UL quality management system.

9. The chair of the UL Quality Advisory Commission shall once a year inform the UL Council about the implementation of the UL Quality Policy, providing a progress report on the quality management system improvement.

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10. With the entry into force of the current UL Quality Policy, the Quality Policy approved by the University of Latvia Senate Decision No. 187 of January 30, 2012 shall cease to be valid.

Chair of the University of Latvia Senate M.Auziņš

Secretary of the University of Latvia Senate I.Upacere