

NPJSC “Abylkas Saginov Karaganda Technical University”	Documented procedure. Developing Development of quality goals and plans	DP X-04-2022 Version 02 Date 2022.11.02 Page 1 out of 31
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Approved by
Quality Management
Representative

[Signature] G.S. Zhetessova
07 11 2022

DOCUMENTED PROCEDURE

DEVELOPMENT OF QUALITY GOALS AND PLANS

DP X – 04 – 2022

**Developed by: Director
of Strategic Development
G.S. Zhetessova**

[Signature]

Karaganda

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1 Scope

This documented procedure establishes the method, procedure and criteria for conducting data analysis in order to carry out actions aimed at continuously improving the effectiveness and efficiency of the quality management system (QMS), the non-profit joint stock company "Abylkas Saginov Karaganda Technical University" (hereinafter - NPJSC "Abylkas Saginov Karaganda Technical University") and the interests of consumers.

The provisions of this procedure are mandatory for application by all employees of the departments of the NPJSC "Abylkas Saginov Karaganda Technical University".

This documented procedure is part of the documentation (QMS).

2 Regulatory references

In this documented procedure, references are made to the following regulatory documents:

ST RK ISO 9001-2016 (ISO 9001: 2015) "Quality management systems. Requirements".

ST RK ISO 9000: 2017 (ISO 9000: 2015) "Quality management systems. Basic Provisions and Vocabulary".

The order of the acting Minister of Education and Science of the Republic of Kazakhstan dated September 14, 2009 No. 425 "On amendments to the order of Acting Minister of Education and Science of the Republic of Kazakhstan dated October 23, 2007 No. 502 "On approving the form of strict reporting documents used by education organizations in educational activities".

DP X - 01 Control of documented information.

3 Terms, definitions and abbreviations

In this documented procedure, the terms, definitions and abbreviations in accordance with ST RK ISO 9000:2017 are applied:

- QMS - quality management system;
- DP - documented procedure;
- QMR - quality management representative;
- CQM&A - Center for quality management and accreditation;
- QR - quality representative;
- AC - Academic Council;
- DYP - Department of Youth Policy;
- EMC - educational and methodological complex;
- R&D - research work;
- SR&D - research work of students (students, undergraduates, doctoral students);

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- TS - the teaching staff;
 - AES - auxiliary educational staff;
 - AWD - administrative work department;
 - DAA - Department of Academic Affairs.
- An objective is the result to be achieved.

4 Responsibility and authority

4.1 This documented procedure (DP) is approved by the Quality management representative (QMR).

4.2 Responsibility for implementing the requirements specified in this DP is borne by the quality management representative (QMR) and the head of the Center for Quality Management and Accreditation (CQM&A).

4.3 The developer of this procedure is the Director of Strategic Development.

4.4 Responsibility for the organization, coordination and final result of the work on the establishment of goals, policies and plans in the field of quality of the NPJSC "Abylkas Saginov Karaganda Technical University" is borne by the Chairman of the Board - Rector.

4.5 Responsibility for the organization, coordination (of work on the compilation of goals), activities for the implementation of specific stages of the procedure and the quality of the final results are borne by the heads of departments who are participants in the implementation of a specific stage.

4.6 Responsibility for the safety, unauthorized copying of quality management system (QMS) documents located in the department, and leakage of official information are the heads of departments.

5 Process description

5.1 Requirements to the objectives and trends of their establishment

5.1.1 Requirements to the objectives

The quality objectives should:

- be consistent with the quality policy;
- be measurable;
- take into account the established requirements;
- be meaningful in terms of the conformity of products and services and the growth of customer satisfaction;
- provide the possibility of their monitoring;
- be communicated;
- updated as needed.

5.1.2 Trends of objectives establishment

NPJSC "Abylkas Saginov Karaganda Technical University" establishes objectives in the following areas (Appendix A):

- managerial activities;

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- educational activities;
- economic activities (NPJSC "Abylkas Saginov Karaganda Technical University" income);
- educational activities;
- scientific activities;
- marketing activities.

When establishing objectives, the hierarchy of objectives should be maintained, which is decomposition of higher-level objectives into lower-level ones. The hierarchy of objectives establishes the "connectivity" of organization and ensures orientation of the activities of all the departments to achieve the objectives of the top level (example: Figure 1). Each division achieving its objectives makes the necessary contribution to the achievement of the objectives of the organization as a whole (Appendix B).

The quality objectives of the NPJSC "Abylkas Saginov Karaganda Technical University" are brought to the heads of departments. Heads of departments at meetings and meetings inform employees about the policy and goals of the NPJSC "Abylkas Saginov Karaganda Technical University" in the field of quality and record the protocol.

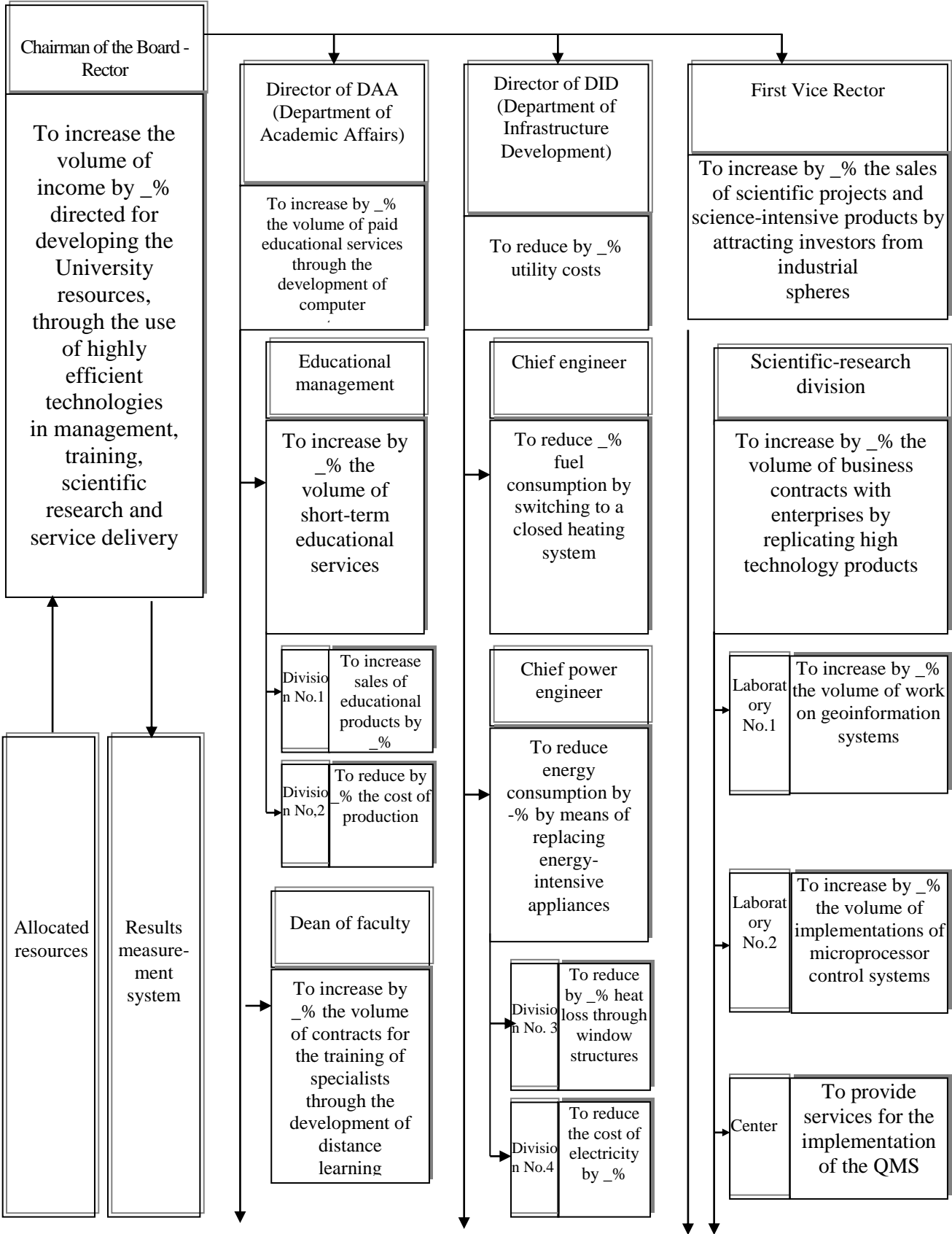


Figure 1 – Hoshin Kanri approach to developing objectives at hierarchal levels (example)

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5.2 Analysis, adjustment and formation of a consolidated list of objectives

5.2.1 The developed objectives are reviewed and summarized by top management.

5.3 Bringing objectives to the personnel

Bringing quality objectives to the personnel is carried out by the following methods:

- placing on the site of the NPJSC "Abylkas Saginov Karaganda Technical University";
- participating in the development and discussion when approving quality objectives;
- studying at refresher courses;
- when instructing newly recruited employees;
- posting information in departments, in places of concentration of personnel (library, stands of departments, dean's offices).

5.4 Requirements to developing the quality policy

5.4.1 The quality policy is a part of the overall policy and strategy of NPJSC "Abylkas Saginov Karaganda Technical University" and includes recognition of management's responsibility and commitment to quality.

5.4.2 The quality policy includes commitment to meet the requirements and to improve continually the effectiveness of the QMS, to develop the basis for establishing and analyzing quality objectives.

5.4.3 NPJSC "Abylkas Saginov Karaganda Technical University" policy in the field of quality is developed by the management of the University, discussed at the Academic Council and put into effect by an order.

5.4.4 Policy in the field of quality is posted on the website of the University and is brought to the attention of the staff by reviewing it at the meetings of departments, NPJSC "Abylkas Saginov Karaganda Technical University". The results of the discussion are documented in minutes.

5.4.5 Registered copies of Policy in the field of quality are posted on the stands of departments and faculties, in the library, in the offices of the heads of the structural divisions of the university, i.e. in accessible places to ensure that all the employees and students of NPJSC "Abylkas Saginov Karaganda Technical University" are familiar with the Policy.

5.5 Requirements to preparing the Quality plans

5.5.1 At NPJSC "Abylkas Saginov Karaganda Technical University" the Quality plans are a strategic development plan of the University and the annual work plans of the departments (Figure 2). The need for a strategic plan for the development of the University is determined by Rector based on the specific situation in the organization.

5.5.2 The strategic development plan of the University (Appendix D) should contain the following main elements:

- ensuring a high level of personnel training for the economy of the future, taking into account the development of digital technologies with competencies in demand in various sectors of the economy, creative thinking and entrepreneurial skills;

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- ensuring continuity and continuity of training aimed at creating equal conditions for quality education of all categories of students, in accordance with the needs of the economy and taking into account modern achievements of science and industry;
- formation of an effective holistic system of assessment of the quality of education at the university in the context of its further recognition at the world and national levels;
- continuous and systematic development of scientific and pedagogical personnel of the University in accordance with the competence structure required for the innovative economy;
- development of the intellectual potential of science, increasing the demand for scientific developments and integration of scientific research into the world scientific space;
- implementation of a set of measures to develop a sense of patriotism, high moral and leadership qualities among students, involving them in strengthening the spiritual and moral values of the National Patriotic Idea "Mangilik El" and the culture of a healthy lifestyle;
- ensuring increased transparency and efficiency of the University's management and financing system;
- improving the material and technical base of the University, ensuring a safe and comfortable learning environment, modernization and digitalization of scientific and educational infrastructure, reducing the shortage of places in dormitories.

5.5.3 Based on the strategic plan of the University development in structural divisions, they develop annual work plans (a faculty plan, a department plan (according to the Order of the Acting Minister of Education and Science of the Republic of Kazakhstan dated October 23, 2007 No. 502 "On approval of the form of strict reporting documents used by educational organizations in educational activities" the division plan)) with narrower goals, specific work, deadlines and responsible executors (Appendix D), as well as a plan of conducting internal audits of the QMS (Appendix E).

5.5.4 Responsibility:

- for the development of the strategic plan for the development of the University is borne by the Chairman of the Board - Rector,
- or the development of annual work plans is borne by the heads of structural divisions.

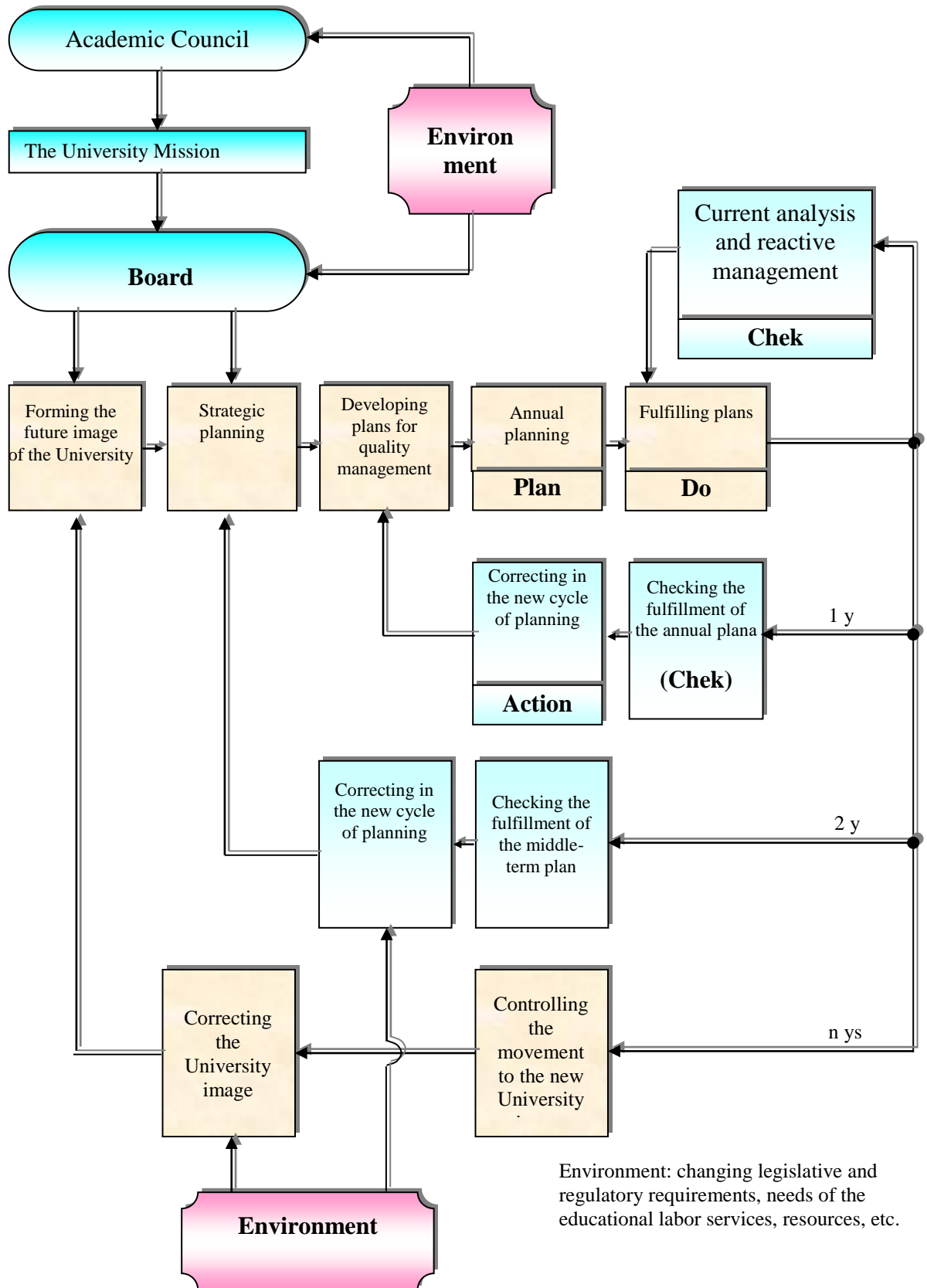


Figure 2 – Contour pattern at the University top level management with the use of Hoshin Kanri approach and the Deming- Schuhart cycle.

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5.5 Procedure of developing and correcting Objectives and Plans of quality at NPJSC "Abylkas Saginov Karaganda Technical University".

Algorithm	Work stages	Responsible person	Incoming document
<pre> graph TD Start([start]) --> 1[1] 1 --> 2[2] 2 --> 3[3] 3 --> 4[4] 4 --> 5[5] 5 --> 6{6} 6 -- No --> 8[8] 6 -- yes --> 7[/7/] 7 --> 2 8 --> 9{9} 9 -- Да --> End([end]) 9 -- No --> 8 </pre>	1 Establishing (updating) quality objectives in accordance with 5.1	Chairman of the Board - Rector	Order, NPJSC "Abylkas Saginov Karaganda Technical University" objectives in the field of quality
	2 Development (updating) the Quality plans of NPJSC "Abylkas Saginov Karaganda Technical University"	Chairman of the Board - Rector	Strategic development plan of the university and annual work plans of departments
	3 Planning resources in the budget to achieve quality objectives	Chairman of the Board - Rector, Chief accountant	Annual financial plan
	4 Implementation of quality objectives, measurement of the level of achieving the objective, adjustment (if needed)	QMR, heads of subdivisions	Memo, quality objectives
	5 Control of implementing quality objectives	QMR, heads of subdivisions	Analysis of implementing objectives in the field of quality of university departments
	7 Adjustment of the strategic development plan of the University	QMR, heads of subdivisions	Report, memo
	8 Measuring the level of achieving the objective	QMR, AC, faculty boards, department meetings	Strategic development plan of the University with amendments
	9 Is the objective achieved?	QMR, heads of subdivisions	Memo, report
		QMR, heads of subdivisions	Strategic plan for the development of the university with a mark, minutes of the meeting of the AC, minutes of departments meetings

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6 Approval, validation and implementation

Approval, validation and implementation of this DP is carried out in accordance with the DP X-01 and is drawn up in the “Approval sheet” (Appendix I).

7 Ensuring accessibility

Ensuring the availability of this DP must be carried out in accordance with DP X-01.

8 Storage

This DP should be stored in accordance with DP X-01.

9 Analysis and updating

The analysis and updating of this DP must be carried out in accordance with DP X-01.

10 Making changes to the document

Amendments to the document of this DP must be made in accordance with DP X-01.

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**Appendix A
(informative)**

Decomposing objectives and criteria of management

1 STRATEGIC OBJECTIVES OF THE UNIVERSITY			
<p>Managerial objective Ensuring the effectiveness of power on the basis of delegation of powers, the development of public self-government, the democratization of management in compliance with high discipline, care for the standard of living and working conditions of employees.</p>	<p>Educational objective Ensuring the growth of high-quality educational services based on the introduction of modern educational technologies, the growth of scientific and pedagogical qualifications of teachers, unification and standardization of the educational process based on the State standard</p>	<p>Economic objective Full satisfaction of the needs of organizations and citizens in educational services of high quality at optimal costs, achieving full material well-being of teachers and employees</p>	<p>Pedagogic objective Comprehensive harmonious development of the individual and the student (education of positive personality traits, spirituality and morality, culture of behavior, active life position, fostering a sense of personal dignity)</p>
<p>Business objective Development of the material and technical base, increase in the total number of training areas, provision of modern equipment, furniture and computer equipment</p>	<p>Scientific objective Implementation of fundamental and applied research based on the growth of scientific qualifications of employees and students, an increase in the volume of contractual research and development and consulting</p>	<p>Marketing objective Providing leadership in the regional education market in selected specialties, the number of students, types of consulting services and the quality of educational services</p>	

2 OBJECTIVES OF SUBDIVISIONS				
<p>DYP Formation of personal qualities of student youth, organization of meaningful leisure of youth</p>	<p>Rector's office Ensuring the implementation of strategic goals based on optimizing the proportions of economic and social development, ensuring the competitiveness of the educational institution in the education market</p>	<p>Departments Implementation of educational activities based on the introduction of modern educational technologies of high quality, the growth of scientific pedagogical qualifications of teachers, unification and standardization of the educational process</p>	<p>Deans' offices Ensuring the growth of high-quality educational services in a timely manner with optimal costs in terms of internal self-financing</p>	<p>Department of science and innovation Implementation of fundamental and applied research on the basis of the growth of scientific qualifications of employees and students, ensuring the growth of the volume of business-</p>
<p>Center of professional guidance Carrying out marketing research, expanding the sales market for services, organizing student recruitment and organizing advertising campaigns to maximize the number of students</p>	<p>Department of economy and finance Compliance with the proportions of economic development based on maximizing revenue, increasing net profit, increasing the material well-being of employees, reducing the cost of work and services</p>	<p>Department of administrative work Ensuring the all-round personal development of employees; on the basis of social development plans - provision of the educational institution with qualified personnel, observance of internal morality and work schedule</p>	<p>Department of digital University development Ensuring the introduction of new technology and technology of educational, scientific and methodological processes, ensuring the timely preparation of high-quality works and services</p>	<p>Department of infrastructure development Ensuring modern design and cleanliness of premises, timely repair of furniture and equipment, organization of rational nutrition, effective implementation of commercial and economic activities</p>

3 CRITERIA OF MANAGEMENT				
Maximizing revenue from educational works and services (thousand tenge)	Maximizing the balance sheet profit (thousand tenge)	Growth of the number of students (prs.)	Grows of labor productivity of employees (tenge prs.)	Growth of the education quality and
Minimizing coats per 1 tenge of work amount (tyn)	Growth of the average salary per 1 employee (tenge)	Growing training facilities and their technical equipment (м ² , тенге)	Growth in the proportion of teaching staff with academic degrees and titles	

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Appendix B
(mandatory)

F.DP-X-04-01

OBJECTIVES IN THE FIELD OF QUALITY

Department, faculty _____ for 20_ - 20_ academic year

Process name	Objectives of the subdivision	Indicator	Responsible for fulfillment	Time of fulfillment
Training				
Educational-methodological				
Research				
Educational				
Professional development of teaching staff and AEP				
Connecting with consumers				
Improving infrastructure				

Discussed and approved at the meeting of the department (on the council of the faculty), minutes No. _____ dated _____ 20__

Quality Commissioner

(Name, signature)

Head of the department

(Name, signature)

AGREED:

Dean of the Faculty

(Name, signature)

Head of CQM&A

(Name, signature)

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Appendix C
(mandatory)

F.DP-X-04-02

OBJECTIVES IN THE FIELD OF QUALITY
of subdivision _____ for 20__ - 20__ academic year

Process name	Objectives of the subdivision	Indicator	Responsible for fulfillment	Time of fulfillment
Organizational				
Professional development of employees				
Connecting with consumers				
Improving infrastructure				
Improving the social conditions of employees				

Discussed at the subdivision meeting, minutes No. ___ dated _____ 20__

Quality Commissioner

(Name, signature)

Head of the department

(Name, signature)

AGREED:

Head of CQM&A

(Name, signature)

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Appendix D
(mandatory)

Form of the Strategic plan

F. DP-X-04-03

Strategic plan

No	Name of activities	Responsible person	Time of fulfillment
1	2	3	4
	1. Training of highly qualified specialists with in-demand competencies in accordance with international standards for scientific and technological breakthrough in the region.		
	2. Improving the quality of scientific developments for the implementation of research results in the real sector of the economy and the expansion of international collaborations		
	3. Implementation of sustainable and feasible strategies for internationalization of the educational process of training technical specialists, taking into account the national and international context		
	4. Sustainable development of spiritual and moral values and leadership qualities among young people in the conditions of an accessible educational environment		
	5. Achieving a high level of: infrastructure development based on the continuous strengthening and improvement of the material and technical base of the university; digitalization of scientific and educational activities; quality of educational, research and consulting services.		
	6. An effective management system of the university's activities, the development of human resources and the achievement of a high level of corporate culture.		

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Appendix E
(mandatory)

Form of the Faculty plan

F. DP-X-04-04

Approved by
Vice rector for Academic
Affairs

_____ Name
_____ 20__

Faculty plan

Name of activities	Responsible persons	Time of fulfillment
1	2	3
1. Organization of the educational process and methodological work		
2. Training and retraining the personnel		
3. Improving the laboratory and material-technical base		
4. Development and implementation of new information technologies in the educational process		
5. Research work and international cooperation		
6. Improving educational work		

Faculty dean

(name)

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Appendix F
(informative)

Form of the Department plan

Ministry of Education and Science of the Republic of Kazakhstan

APPROVED by:

_____ Dean of the faculty

_____ department
20____/20____ academic year

WORK PLAN

Department _____

_____ 20____/20____ academic year

The department meetings take place from _____ to _____ o'clock.

Department telephone number _____

I. Reference on the training work volume and the staff of the department

1. For 20____/20____ academic year the total volume of training work made _____ academic hours or _____ credits.

Including:

a) classroom _____ academic hours or _____ credits

of them lectures _____ academic hours or _____ credits

b) SIWT _____ academic hours or _____ credits

c) job placement _____ academic hours or _____ credits

d) diploma projects (works) _____ academic hours or _____ credits

e) masters' dissertations _____ academic hours or _____ credits

f) doctors' dissertations _____ academic hours or _____ credits

2. At the department there are trained

Students _____ pes.

Master students _____ prs.

Postgraduates _____ prs.

Doctoral students _____ prs.

In the academic year there will be submitted for defense

_____ diploma works

_____ masters’ dissertations

_____ doctors’ dissertations

3. Among the total volume of training work there are fulfilled by regular lecturers _____ academic hours or _____ credits

including lectures _____ academic hours or _____ credits

part-time lecturers _____ academic hours or _____ credits

including lectures _____ academic hours or _____ credits

hourly waged teachers _____ academic hours or _____ credits

including lectures _____ academic hours or _____ credits

4. The department staff for the academic year is approved in the number of _____ prs.

Head of the department	Professors	Associate professors	Senior lecturers	Assistants (lecturers)	Total
Appr.					
Fact					

5. The auxiliary-educational staff is approved in the number of _____ prs, in addition according to § 52 _____ prs.

II. List of educational disciplines of the department (decision of the educational-methodological Board of the University, minutes No. _____ dated _____). I

No.	name of the educational discipline	From which cycle of the educational plan	Core component or elective component	Code and name of specialty	Year of studying	Volume	Note

III. Plan of the department meetings
autumn term

Date of meeting	Issues for considering	Speaker	Who prepares
1	2	3	4

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For new disciplines there is determined labor intensity of independent work.

V. Laboratory works

a) Preparing new laboratory works

Who fulfills	Name of work	Time of completing

b) Modernizing the existing laboratory works

c) Replacing outdated and acquiring new laboratory equipment

VI. Preparing for in-University publishing of lecture courses, methodological complexes, syllabuses, laboratory practical works, tutorials for practical and seminar classes, methodological recommendations

Name	Volume (pr.sh.)	Who prepares	Time of submitting
1	2	3	4

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VII. Providing disciplines with textbooks and tutorials

Name of discipline	Provision	
	Textbooks, %	Tutorials, %

VIII. Providing disciplines of the department with educational-methodological complexes and syllabuses

Name of discipline	Provision	
	EMC, %	Syllabuses, %

IX. Number of classes provided with TSE (fact)

Number of classes that should be provided with TSE according to the educational-methodological card

Name of discipline	Provision	
	EMC, %	Syllabuses

X. Using distance educational technologies

a) permission of the authorized body

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b) types of distance educational technologies

c) qualification requirements to distance learning

Distance education technology	Compliance with qualification requirements

d) list of educational disciplines for distance learning

Name of disciplines	Distance education technology	Technical and other provision

e) staffing of distance learning

The teaching staff, full name	Discipline taught	Qualification level (document, where qualification was passed)
AEP name	Functional duty	Qualification level (document, where qualification was passed)

XI. Plans of the current controlling student independent work in educational courses

№	Name of courses	Who prepares	Type of control measures and deadlines					
			Colloquium	Test	Seminar	Theoretical examination	Homework and graphic-calc. work	Program control

XII. Controlling the educational process quality and open lectures

a) Controlling the lecture, laboratory and practical classes quality

Type of classes	Who conducts	Who controls	Terms	

c) Open lectures

Who conducts	Terms	Notes

XIII. Practice supervision

Teacher’s full name	Year	Group	Number of students	Type of practice	Place of practice	Terms of practice	
						Beginning	Completing

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XIV. Professional development of the teaching staff of the department

No	Type of professional development (off job and on job)	Full name, position	Where is sent	Terms

XV. Work of scientific seminar of the department

Theme	Terms	Who conducts

XVI. Research work

a) the staff’s R&D

No	Name of the research topic	Manger of the topic	Term of execution	
			Beginning	Completing

b) Student, master and doctoral student R&D

XVII. Main activities of educational work with students

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No	Name of activities	Terms	Performer
1	2	3	4

XVIII. Work to provide admission (professional guidance work, concluding agreements for training specialists)

No.	Name of activities	Terms	Performer
1	2	3	4

XIX. Other types of work at the department

No	Types of work	Terms	Performer
	2	3	4

XX. Distributing departmental instructions for 20____20____ ac. year

No	Full name	Name of basic instructions	Instruction volume
1	2	3	4

1. The teaching staff

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XXI. Dean’s conclusion on the annual plan fulfillment

The plan was discussed at the meeting of the department on _____
20_____.

Head of the department _____

Note: The plan is drawn up in 2 copies. By May 25 it is submitted to the dean of the faculty for approval and is stored in the dean's office and at the department.

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**Appendix G
(mandatory)**

Form of the Subdivision plan

F. DP-X-04-05

Work plan _____ for 20__ - 20__ academic year
(subdivision name)

No	Name of activities	Responsible officers	Tine of fulfillment
1	2	3	4

Head of subdivision _____
(Name)

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Appendix H
(mandatory)

F. DP-X-04-06

Approved by
Quality Management
Representative
_____ G. Zhetessova
_____ 20__

PLAN
of internal QMS audits
for 20__ - 20__ academic year

Audit goal	Audit criteria	Audit terms	Subdivision to be audited	Name of the chief auditor	Name of the auditor

Head of subdivision _____
(name)

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[1] Order of the Acting Minister of Education and Science of the Republic of Kazakhstan dated October 23, 2007 No. 502 "On approval of the form of strict reporting documents used by educational organizations in educational activities" (with amendments and additions as of 07/11/2022).