

QUALITY POLICY

Statement of Intent

The Université des Mascareignes (hereinafter referred to as Udm) is committed to providing a quality tertiary education experience to its students, by providing a first-rate innovative teaching, learning and research environment, as well as appropriate support services to its students and staff alike.

Quality and satisfaction of its stakeholders, as well as academic integrity and ethical practice are of fundamental importance to Udm.

Udm's Quality Policy undertakes that:

- 1) Appropriate documented references of Quality – in the form of policies, procedures, guidelines, regulations, standards or any other arrangements) will be made available and implemented across Udm's campuses, in line with current legislation, mandatory regulatory requirements, internal regulations or other relevant requirements
- 2) Udm's Quality Systems are subject to comprehensive monitoring, analysis and reviews, through inspections, audits and/or committee meetings, Faculty Boards, Academic Councils or other, in order to ensure continual improvement in the Quality aspects of the University
- 3) Appropriate corrective and/or preventive actions will be taken in our endeavour to prevent occurrence/recurrences of non-conformances in different areas of service provision, whilst ensuring a fair and just culture, with an active no-blame policy.
- 4) Udm will maintain a healthy and safe working environment through adherence to its Occupational Safety and Health Policy
- 5) Udm will maintain full compliance of environmental regulations in force, and progressively set up projects in line with sustainable development practices, within budget constraints and with due consideration to the community.

Udm's Quality Policy is an integral part of the University Quality Management System and acts as an enabler to:

- 6) Achieve its vision and propel it as one of the leading universities of the Indian Ocean
- 7) Ensure the satisfaction of its stakeholders including regulatory authorities, its partner institutions, its students, its customers and staff.

Quality and the provision of quality services is regarded as being of primary importance in all aspects of its operations. It is therefore imperative that all management and staff at the University carry out their functions with adherence to the references