



Danube University Krems

From model project to the Central European competence center for continuing education

www.donau-uni.ac.at

Danube University Krems
University for Continuing Education



Quality Management for Continuing Education

1. Quality Areas

Customer Satisfaction

- Students
- Stakeholder
- Corporate World

Programme Content

- Academic Level
- Transformation and Individual Growth
(Knowledge, Skills, Competences)
- Connectivity with Research and Development

Internal Processes

- Staff Recruitment and Development
- Structures
- ICT
- Services to Enhance Learning Outcomes

Economic Efficiency



Quality Management for Continuing Education

2. Quality Philosophy

Students are seen as Co-Producers and Customers

Continuing Education = Service

Prevention of Quality Gaps to Assure Quality

Various Quality Assessments to provide Continuous Feedback

Participation (Customers, Staff, Stakeholder, Scientific Community ...)

Learningcycles



Quality Management for Continuing Education

3. Holistic Management

MISSION

STRATEGY

GOALS, MEASURES and ACTIVITIES (MbO)

PERFORMANCE INDICATORS and STANDARDS

CONTINUOUS IMPROVEMENT and LEARNING
CYCLES (PDCA)

QUALITY ASSESSMENT (internal and external)



Contact

Doris Carstensen
Quality Management
Danube University Krems
Dr.-Karl-Dorrek-Straße 30
A-3500 Krems
+ 43 (0)2732 893 2217

doris.carstensen@donau-uni.ac.at

