

# AMERICAN NATIONAL STANDARD

## *Quality management system standards— Requirements for education organizations*



The Global Voice of Quality™

AMERICAN SOCIETY FOR QUALITY  
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**AMERICAN NATIONAL STANDARD**  
***Quality management system standards—  
Requirements for education organizations***

Approved as an American National Standard by:  
American Society for Quality

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Contents

Foreword.....0.xkk

Introduction.....0...iz

1. Scope .....(0000).... 3

2. Normative references .....(0000)..... 3

3. Terms and definitions.....(0000)... 3

4. Quality management system requirements.....(0000).... 4

4.1 General requirements .....(0000)..... 4

4.2 Documentation requirements .....(0000)..... 5

5. Management responsibilities ..... 4

5.1 Management commitment ..... 4

5.2 Student focus ..... 5

5.3 Quality policy ..... 5

5.4 Planning..... 5

5.5 Responsibility, authority, and communication ..... 6

5.6 Management review ..... 6

6. Resource management ..... 7

6.1 Provision of resources ..... 7

6.2 Human resources ..... 7

6.3 Infrastructure ..... 8

6.4 Learning environment..... 8

7. Providing education services ..... 8

7.1 Planning provision of education services ..... 8

7.2 Determining education requirements ..... 9

7.3 Design and development ..... 10

7.4 Purchasing..... 13

7.5 Provision of education services..... 14

7.6 Control of monitoring and measurement devices..... 16

8. Measurement, analysis, and improvement..... 16

8.1 General ..... 16

8.2 Monitoring and measurement ..... 16

8.3 Control of nonconforming education service..... 18

8.4 Analysis of data ..... 18

8.5 Improvement..... 19

ANNEX A (informative): Self-assessment for education organizations ..... 20

ANNEX B (informative): Examples of education processes, measures, records, and tools..... 23

ANNEX C (informative) Flowcharts..... 28

Bibliography ..... 30

## Foreword

The 2009 version of ANSI/ISO/ASQ Z1.11 was revised and validated by a consensus process of the American Society for Quality Standards Committee. The writing group members are from education organizations registered to ISO 9001:2008, or are experts in the design of instruction, or are quality professionals who have applied quality principles to education organizations.

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## **Introduction**

### **0.1 General**

ASQ/ANSI/ Z1.11 is about people in education organizations who study, learn, teach, train, and administer to create value for their community.

The perception of value created is the degree to which requirements are fulfilled (Quality).

The organization's senior leaders are accountable for resources they allocate (Management).

The organization's academic and administrative processes interact with each other (System).

This Quality Management System enables an education organization to assess the degree to which it fulfills its requirements, controls its resources, and stabilizes its processes. Requirements for education organizations appear in published course syllabi, curriculum, behavioural objectives, and contracts for training. In addition, education organizations must comply with regulatory requirements, laws and the requirements of Z1.11. Education organizations that meet Z1.11 requirements can expect consistent learning (at no additional cost) through the rigorous implementation of the following:

- a) strategic plans to identify strengths, weaknesses, opportunities, and threats,
- b) action plans to integrate curriculum, learning objectives, technology, teaching methods, and results,
- c) effective processes that realize planned activities and achieve planned results,
- d) instructional and administrative Plan-Do-Check-Act cycles to improve processes,
- e) analysis of performance results to identify process improvement opportunities, and
- f) processes for addressing concerns of students and other interested parties.

### **0.2 Quality management principles**

The education organization should develop its own guiding principles and values, consistent with its mission and vision. Its processes should meet the educational requirements and enable excellence based on the following general principles.

- a) Focus on students

Quality in education is the degree to which educational requirements are fulfilled by students. Standards specify what students are expected to know and be able to do. Performance standards contain coherent and rigorous content for fulfilling students' learning requirements and for encouraging performance excellence.