

QUALITY MANAGEMENT SYSTEM
of the education institution “Belarusian State Academy of Music”
Chart of interaction of processes and activities

MANAGEMENT PROCESSES

Standard Procedure 1.1-2019
strategic and operational planning,
analysis and improvement

Documented procedure 2.4-2019
Internal Audit

Standard Procedure 1.10-2019
Designing of educational programs
and planning of educational
processes

Documented procedure 2.3-2019
Nonconformity management and corrective actions

CORE PROCESSES

Standard Procedure 1.2-2019 Pre-university training

Standard Procedure 1.3-2019 Training of specialists at first and second stages of higher education

Standard Procedure 1.4-2019 Training of senior researchers

Standard Procedure 1.5-2019 Retraining and professional development

Standard Procedure 1.6-2019 Research activities

Standard Procedure 1.8-2019 Ideological and educational work

Standard Procedure 1.9-2019 Academic and concert activities

SUPPORTING PROCESSES AND ACTIVITIES

Standard Procedure 1.7-2019
International

Standard Procedure 1.11-2019
Library and information

Standard Procedure 1.12-2019
Staff management

Documented Procedure 2.2-2019
Documented information

Documented Procedure 2.5-2019 Facility management

CUSTOMER SATISFACTION
Documented Procedure 2.1-2019 Marketing and customer communication

CUSTOMER REQUIREMENTS
Documented Procedure 2.1-2019 Marketing and customer communication

STATE BODIES, ENTERPRISES, INSTITUTIONS, ORGANIZATIONS, INDIVIDUALS
CUSTOMERS

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