

CALITATEA ȘI MANAGEMENTUL CALITĂȚII SERVICIILOR. ÎNVĂȚĂMÂNTUL SUPERIOR

QUALITY AND SERVICE QUALITY MANAGEMENT. HIGHER EDUCATION

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Abstract: At the beginning of the third millennium, the educational system is undoubtedly extremely important in the economic evolution of every state. The quality in higher education is a key factor in the invisible competition between states. The quality in higher education started to raise awareness starting with 1990, the first step in carrying out the reform of the higher education was the signing in 1998 of the Sorbonne Declaration. This historic event was then followed by others, as important as this one. The purpose of this document is to introduce the notion of service quality and quality in higher education but also of the quality management system in higher education. Although the notion of quality was imported from operations field, the specialists have tried over the years to define the notion of quality in higher education. Education is objective-oriented. This encouraged many famous specialists to deal with the quality issue based on a series of its objectives. The main propose of quality management in higher educations relies on performance – orientation of the institution, at all levels. Quality management is based on a quality management system specific to every higher education institution. "Babes-Bolyai" University developed its own Quality Management System, based on which it tries to implement, assure and continuously follow up the quality in all elements: education, scientific research, relationship with the society, management and support services.

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