



Faculty of Home Economics

Vice-deanship for Development
Quality and Academic Accreditation Unit

Quality System Manual (QSM)

Vice-dean for Development
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Faculty of Home Economics

Introduction:

The Faculty of Home Economics is one of the practical and applied colleges at King Abdulaziz University that are keen on all aspects of family life. It is involved in applying the Islamic teachings in order to preserve the Islamic identity, in terms of housing, nutrition, care, education and different developmental skills. The Faculty is also intense on promoting the creative artistic taste in students in addition to indorsing the ability to use structured scientific thinking, analysis and research. The departments of the Faculty of Home Economics seek to participate positively in the human development of the Saudi society, by integrally preparing citizens in the academic, educational, cultural and social aspects throughout the various specialties.

The development stages of the Faculty of Home Economics took place as follows:

- (1401H) Home Economics was opened with one section within the Faculty of Economics and Management.
- (1403 H) it was officially decided to establish the Department of Home Economics. Hence, its independence from the Faculty of Economics and Management was declared at the seventh meeting of the University Council held on (2/4/1403 H) pursuing Resolution 1.
- (1406 H) the Committee for Curricula Development issued a temporary accommodation for Home Economics at the Faculty of Education in King Abdulaziz University in Medina. It was made of six departments:
 - o Department of Educational Home Economics.
 - o Department of Family and Child Development.
 - o Department of Housing and Home Management.



Vice-deanship for Development
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- Department of Food and Nutrition.
- Department of Clothing and Textile.
- Department of Islamic Arts.
- (1419 H) the Committee of Home Economics was established pursuing the University Council verdict No. (5571/31) on (25/7/1419 H). The same resolution is associated with an approval recommendation on the proposal to convert the Home Economics into a Faculty.
- (1424 H) a recommendation was issued to separate the Home Economics departments from the Faculty of Education in Medina. The purpose was to move King Abdul Aziz University branch in Medina to the University of Taibah.
- (1428 H) the Committee of Home Economics was reconstituted under the chairmanship of the Dean of Women's Campus at King Abdulaziz University.
- In the same year, the Custodian of the Two Holy Mosques approved to join all Teacher Colleges and Faculties of Education to universities administratively, financially and academically, according to the letter No. 576/أ) of His Excellency the University Rector on (29/3/1428 H).
- (1433 H) His Excellency the University Rector addressed a letter no. (3281/33/د/10) on (2/1/1433 H) on the recommendation for the restructuring of the Home Economy departments.
- (1435H) the restructuring Administrative Decision No. (3198/ K) was issued. It included the transfer of the Food Sciences Section from the Faculty of Design and Arts and integrating it with the Department of Food and Nutrition of the Faculty of Home Economics. The Housing and the House Management Section was also transferred from the Faculty of Design and Arts and it was integrated with the Housing Department of the Faculty of Home Economics. The Department of Islamic Arts was transferred from the Faculty of Home Economics and integrated with the Department of Painting and Arts at the Faculty of Design and Arts. The Home Economics was also sanctioned as an independent Faculty after the approval of the Custodian of the Two Holy Mosques, the Prime Minister and the President of the Council of Higher Education, may Allah bless him on (25/2/1435 H).



The stages of academic program development in the Faculty took place as follows:

- (1401 H) a section was established within the Faculty of Economics and Management. It was called Home Economics.
- (1403 H) the Department of Home Economics curriculum has been approved in the Department of Undergraduate Students.
- (1412 H) the master's program for Home Economics was launched.
- (1419 H) it was possible to enroll in master's programs from inside and outside the Faculty.
- (1427 H) the developed bachelor's program was approved and the number of study years was adjusted from five to four.
- (1429 H) the developed plan was amended after the sanction of the preparatory year.
- (1434 H) the Doctoral Program in the Department of Islamic Arts was approved.
- (1436 H) the introduction of the Doctoral Program in the Department of Clothing and Textile was consented.
- Bachelor's Faculty plans are being developed in all current departments:
 - Department of Childhood Studies (Family and Child Development hitherto)
 - Department of Food and Nutrition
 - Housing Department (formerly Housing and Home Management)
 - Interior Design and Furniture track
 - Clothing and Textile Department
 - Fashion Design and Marketing track
 - Fashion and Textile Manufacturing Technology track
 - Fashion Industry Track for the Severe Hearing Impairment Category
 - Department of Family Sciences (formerly Educational Home Economics)



Type of educational institution

Faculty of Home Economics - King Abdulaziz University, one of the state higher education institutions in Saudi Arabia.

Nature and types of educational programs in the Faculty

There are currently five specialties in the Faculty (educational programs) as follows:

Childhood Studies

Through the departemnt's leadership and the multiplicity of its subsidiary, academic, applied and research interests, the department seeks to spread scientific and educational care awareness methods of children with psychological, health, educational, social and cultural special needs, by preparing teachers in an integrated scientific, educational, technical, social and cultural way. It also seeks to develop methods of dealing with childcare institutions.

Food and Nutrition

The department's learning outcomes aim to serve the community members in all categories; as proper nutrition is a key element in the creation and maintenance of the individual healthful body. From this point of view comes the role of food and nutrition specialists to contribute to rectifying the food condition and educate the society groups by increasing food awareness and rationalizing the consumers to choose the optimal healthy food and provide nutritional advice to both healthy individuals or people with chronic diseases of all age groups.

Clothing and Textile

The department aims to achieve clothing needs and secure special jobs in the design, production and marketing of clothing, to provide students with the necessary skills to solve the community clothing problems based on scientific research and modern technology. It also aims to achieve autonomy in the production of clothing and accessories and to arrange for their marketing locally and internationally.



- **Housing**

1. Interior Design and Furniture Track

This track aims to inspire students with knowledge, experience and professional values in the field of interior design and furniture. What is more, it contributes to the development of their research and training knowledge to be creative and inventive in this field.

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- **Family Sciences**

The department aims to contribute in training Saudi girls to be able to prepare and nurture generations on scientific bases stemming from the Islamic religion principles and values by preparing them as teachers in cultural, practical and educational aspects.

Number of Units and Administrators in the Faculty

Faculty Units

- Faculty Deanship followed by (3) administrative units.
- Faculty Vice-deanship followed by (3) administrative units.
- Faculty Vice-deanship for Graduate Studies and Scientific Research followed by (3) administrative units.
- Faculty Vice-deanship for Development followed by (6) administrative units.
- (5) Scientific departments.
- Faculty Management followed by (6) administrative units.

Number of administrators

The Faculty has (90) administrative staff, of whom (51) work in the Faculty Management, (14) work in the Faculty departments and laboratories, and (25) work at the Childhood Studies Center of the Faculty.

Vision, Mission and Values

Vision

Regional leadership in family, community and environmental sciences.

Mission

To promote and excel the individual, family, society and environment through a pioneering knowledge and a research brilliance.



Values

Quality Professionalism Sustainability Leadership Partnership Creativity Excellence

A definition of the vision, mission and values adopted by the Faculty:

Vision

Excellence and referentiality at the level of the Arab world in Applied Sciences, bestowal of family and society basic needs, as well as educational groundwork by providing distinctive education, building human beings at different life stages and affording appropriate environmental sustainability.

Mission

Continuous improvement and development of the educational process and of human construction quality, contributing to community service and improvement, preserving the environment through scientific research, an integrated application of planning, implementation, follow-up, evaluating, support for the academic and administrative work system and strive to gain the community confidence and output quality.

Values

The foundation on which the overall performance of the Faculty is based, and the framework that governs the behavioral rules among its employees.



Defining Values

The Faculty of Home Economics derived its strategic value plan from the “Strengthening” (Taaziz) Plan (the third strategic plan of King Abdulaziz University) by focusing on seven major values (after amendments) in accordance with the Faculty fields. Each of these values is illustrated as follows:

Quality: Maintaining a distinct level of learning according to the specifications of local and international academic accreditation standards.

Professionalism: Excellence in performance, responsibility and team work to meet the society and labor market needs.

Sustainability: Continuity in supporting the quality of continuous learning, keeping pace with development inside and outside the Faculty and promoting intellectual growth.

Leadership: Stimulating and promoting projects and leadership roles at the individual and institutional levels of the business sector in the Faculty.

Partnership: Making agreements with private and government sectors outside the university.

Creativity: Inspiring thought and innovation in teaching and learning to serve the family, society and environment through intellectual standards.

Excellence: Achieving progress and brilliance in educational excellence, research, social and entrepreneurial uniqueness.



Definition of the Guide

This guide reviews the Quality Management System of the Faculty of Home Economics in accordance with the requirements of the International Standard ISO 9001:2015.

Guide Scope

Providing academic and administrative services to beneficiaries as follows:

Insider beneficiaries:

- Academic staff
- Administrative staff
- Students

Outsider beneficiaries:

- Visitors and reviewers from outside King Abdulaziz University
- Community
- Some Governmental and private organizations.

1. Domain

1-1 Year

See pages from (1) to (13)

1-2 Application

All requirements in this international standard apply to the Faculty of Home Economics and are not excluded.



2. Standard Reference

ISO International Standard 9001:2015

3. Phrases

Beneficiaries:

Internally:

- Academic body
- Management staff
- Students

Externally:

- Visitors and reviewers from outside King Abdulaziz University
- Community
- Some governmental and private services

4. Quality Management System

4.1 General Requirements

The Faculty of Home Economics has developed a documentation system that contributes to the application, maintenance and improvement of the overall quality by activating the following elements:

- Specifying and applying the necessary processes for the Quality Management System inside the institution by documenting the employees work procedures and the records needed to complete this work.
- Determining the sequence and interaction of these processes by documenting them in a flow chart that shows the procedures progression and coherence.
- Identifying the methods taken to ensure the actuation and control effectiveness of these processes as they are specified in the system representative procedures.



- Safeguarding the availability of the resources and information necessary to support the operation and control of these procedures.

4.2 Documentation Requirements

4-2-1 General

Quality documents at the Faculty of Home Economics include:

1. A documented statement of quality policy and objectives.
2. A quality guide.
3. Procedures of the Home Economics employees work, and the records needed to complete this work.
4. Documents -including records - that the institution deems necessary to ensure the planning, operation and effective control of its operations.

4-2-2 Quality Guide

The Faculty of Home Economics has established a quality guide that includes:

A. Quality management system domain

Mentioned in this document on page 7.

B. Documented procedures created for the Quality Management System

These are printed documents explaining how the functions of the Faculty of Home Economics are performed according to the organizational structure and citing the records required to accomplish those tasks. The assets of these documents are kept with the System Representative while copies are kept with the employees.

C. Description of the overlap between Quality Management System processes

When the procedures are documented, this is indicated either by changing the staff member responsible for completing the procedure or by referring to the number of the supplement procedure.



4.2.3 Seizure of Documents

The Faculty of Home Economics has established a system to adjust the required documents for the Quality Management System.

A. Adopting documents before they are issued by taking one of the following measures:

- Signing business procedures, illustrations and job descriptions by the employee in charge of the work.
- Adopting the documents by the Vice-dean of the Faculty of Home Economics. The new accreditation plan must be developed by the Head of the Unit, the Vice-dean and then the Dean.
- Stamping them as (restricted documents).

B. Reviewing, updating and re-accrediting documents when necessary

Within the Quality Management System Representative procedures and forms, procedure number HEC.040.02.01.P003

C. Ensuring distinction of documents valid amendments and reviews

By changing the restricted documents' issue number after documenting the modification as stated in the system representative's procedure number HEC.040.02.01. P004

D. Ensuring that appropriate versions of applicable documents are available where used

By following up on the Management Director, Heads of Unit and Quality Officer to ensure that the latest versions of each form are maintained as mentioned in the quality records.

E. Ensuring that documents are clear, readable and recognizable

Ensuring that each form is designed by the employee in charge of the procedure, the name of the unit is written at the top of each form and the encoding number or unit at the bottom.

F. Ensuring that externally sourced documents deemed necessary by the institution for the planning and operation of the Quality Management System have been identified and controlled by the following:

- a. Mentioning the form name and determining its source within the procedure used.
- b. When an externally sourced form is developed or reissued, it is distributed to departments and units of the Faculty of Home Economics.



G. Preventing the unintentional use of cancelled documents and adopting an appropriate distinguishing method in case of the need to preserve them for any reason

The cancelled documents are stamped as (cancelled documents) and the new document is delivered after it has been issued, if any, as stated in the Quality Officer's procedures HEC.040.02.01.

4.2.4 Setting Records

Records in the Faculty of Home Economics are adjusted by:

- The responsibilities of the heads of administrative departments to maintain the latest versions of the forms used by the section units.
- Distinguishing records as each record is encoded according to the affiliate unit.
- Storing a copy of uncompleted records in the unit's system file, and another copy in the system file of the units using those records, if any.
- Protecting records and preserving them with both the unit making use of them and the affiliate unit for easier retrieval in case of need as per procedure number HEC.040.02.01.P002 according to the Quality Officer system file.
- Each unit keeps the completed records and discards them five years after later, according to the Archive Officer's procedures.

5. Management Responsibility

5.1 Management Commitment

The management is committed to developing, applying and continuously improving the effectiveness of the Quality Management System by:

- A. Formulating the vision and mission of the Faculty of Home Economics (see page 4) to be consistent with the university's development plans and external rules and regulations followed in the administrative procedures held in reserve by the Management Director as a reference. Rules and regulations that belong to a particular unit are also well-kept-up in the units concerned.



- B. Developing quality policy, which has been distributed to the Faculty of Home Economics units and its scientific departments within the system file.
- C. Ensuring the development of quality goals by specifying the objectives of the Faculty of Home Economics that come with a documented mechanism for their implementation, in addition to determining the responsibility for implementation and follow-up. Implementation of the management reviews were also distributed to the scientific units and departments among the system files after holding meetings of the Faculty's leaders to discuss topics related to the Quality Management System.
- D. The Faculty of Home Economics is committed to providing the following automated resources:
- The Management Director submits an application to provide human resources to the Faculty of Home Economics.
 - The heads of the scientific departments make a request to provide human resources for scientific departments.
 - Providing in-kind resources is done by the procedure number HEC.060.05.P001 among the Quality Management system file of the Purchase Unit.

5.2 Focus on the beneficiary

The beneficiaries requirements have been specified and fulfilled by performing the tasks as mentioned in the system files. Those requirements are also developed to enhance the beneficiary's satisfaction. (See 7-2-1 and 8.2.1).

5-3 Quality Policy

The Faculty of Home Economics asserts that the quality policy:

1. Is suitable for the institution purposes.
2. Includes commitment to the compliance with requirements and continuous improvement of the Quality Management System effectiveness.
3. Determines a development framework and review of quality objectives.
4. Is publicized and understood by all employees of the institution, as it was included in the system files of each section.



5. Is reviewed to safeguard the continuity of its suitability.

5-4 Planning

5-4-1 Quality Objectives:

The Faculty of Home Economics confirms that the sector's objectives were designed to meet the product requirements (see 7-1-A) and were prepared for the institution's various functions and levels, and that they are measurable and in accordance with the quality policy.

5.4.2 Quality Management System Planning:

The Faculty of Home Economics emphasizes that:

1. The quality management system is planned to meet the requirements of (4-1) and to achieve quality objectives.
2. The integrity of the Quality Management System has been maintained when planning and implementing any changes to the system, by standardizing the change procedure in the restricted documents thru following the procedure number HEC.040.02.01.P004 within the Quality Officer procedures.

5.5 Responsibility, Validity and Communication

5.5.1 Responsibility and Validity:

The responsibilities and powers of each job within the Faculty of Home Economics are defined as follows:

- The responsibilities and powers of each job are documented in the job description and attached to the system file for each unit.
- The process of handing over the heads of units job description is documented by the procedure number HEC.040.02.02.P003 as part of the Quality Officer procedures.

5.5.2 Management Representative:

A member of the academic faculty has been identified as Head of the Quality and Academic Accreditation Unit in the Development Vice-deanship.



5.5.3 Internal Communication:

The path of communication processes within the Faculty of Home Economics has been determined by:

- Clarifying the administrative position, job title and coding of the direct president and her subordinate in the organizational structures.
- Documenting the process guidance path within the units work procedures.

5.6 Management Review

5-6-1 General:

The Faculty of Home Economics is committed to reviewing the Quality Management System at pre-planned intervals to ensure continuity, efficiency and effectiveness by holding meetings to assess the current situation and issue development decisions.

5.6.2 Review Input:

The management retains review input as follows:

- A. Previous audit results.
- B. Feedback from the beneficiary, collected from the customer satisfaction assessment surveys.
- C. Process performance and product matching, which is documented within the units' Quality Management System file.
- D. Records origin of corrective and preventive actions is kept with the System Representative and copies of it with the concerned units.
- E. Follow-up actions arising from previous management reviews, such as pursuing the objective achievement by following the procedure number HEC.040.02.01.P005 amid the Quality Officer procedures.
- F. Changes that can affect the Quality Management System, such as issuing, modifying or renewing restricted documents.
- G. Recommendations for improvement, such as those collected in customer satisfaction assessment surveys.



5-6-3 Review Outputs:

Management review outputs include decisions or actions related to:

- A. Improving the effectiveness and operations of the Quality Management System.
- B. Product improvement in relation to beneficiary requirements.
- C. Resource needs.

These outputs are represented by decisions made during management evaluation meetings, recommendations of the Scientific Section Board, recommendations of the Home Economics Faculty Board, or changes to restricted documents.

6. Resource Management

6.1 Resource Provision

Human and in-kind resources are provided (see item (5.1) paragraph (e) page 22) to:

- A. Apply, maintain and continuously improve the Quality Management System effectiveness.
- B. enhance the satisfaction of beneficiaries by meeting their requirements.

6.2 Human Resources

6-2-1 General:

Individuals holding assigned responsibilities are competent people who received appropriate education, training, skills and experience.

6.2.2 Efficiency, Training and Awareness:

The Faculty of Home Economics is committed to:

- A. specify the required skills in an employee according to her work nature as documented in the job description.
- B. develop a training plan for the employees according to work advantage and development and evaluate the effectiveness of the actions taken.



C. Make sure that individuals are aware of their activities relationship and importance and understand how they can contribute in achieving the quality objectives, by clarifying the proposed mechanism for achieving each goal and determining the individuals responsible for its implementation and follow-up.

D. maintain appropriate records for education, training, skills and experience

6-3 Infrastructure

The Faculty of Home Economics is committed to identifying and providing resources in addition to maintaining the necessary infrastructure so as the product meets the requirements. The infrastructure includes the following:

A. Buildings, workplaces and facilities within the permitted limits.

By creating the right location: offices, classrooms or laboratories according to work needs and by addressing the relevant authorities.

B. Process equipment: hardware and software.

By providing the required equipment through annual orders or permanent trusts - within the working procedures of the Financial Unit.

C. Supportive services provided by the following entities:

- A unit which name has changed was responsible for everything related to the computer and the Internet.

- Maintenance Unit, responsible for air conditioning, plumbing, carpentry, paint, telephone, transportation and maintenance of scientific equipment.

6-4 Working Environment

The Faculty of Home Economics provides an appropriate learning environment:

- Air-conditioned and lighted classrooms with educational tools such as blackboard, projector screen, projector and computer.

- Specialized laboratories, as each scientific department has created the right environment for its own laboratories according to the nature of the course.

- Offices for the House Economy staff amid administrators, faculty members and individuals holding similar positions.



- External training and field visits. The scientific departments (where the nature of courses require students to have outside training) select and address the appropriate training bodies.

7. Product Achievement

7-1 Planning to Achieve the Product

The Faculty of Home Economics is committed to planning and developing the necessary processes to achieve the product bearing in mind that:

- A. When setting the Home Economy objectives, it was taken into account to raise the level of the product in accordance with the institution's business style.
- B. Documenting all product processes and providing resources.
- C. The Faculty of Home Economics does the following activities:
 - Validating the product's viability and operations.
 - Monitoring by appointing heads for administrative units.
 - Measuring by means of questionnaires and collecting suggestions and observations of individuals dealing with the administrative units.
 - Inspection and testing such as internal audits, and access to work forms and outputs.
- D. Keeping the records required to provide proof that the audit processes and resulting product meet the requirements, as follows:
 - Keeping material files with the heads of scientific departments.
 - Keeping copies of the scientific departments activities with the Vice-deanship's Activities Officer and at the scientific departments.
 - Some of the students' productions are held in reserve by the subject instructor for a whole semester before returning them to the respective students.



7-2 Related Operations to Beneficiary or Customer

7.2.1 Determining product-related requirements:

The Faculty of Home Economics has identified:

A. Requirements specified by the beneficiary such as:

- In case of subject output, the idea of the productive work and its formulation is determined by the student.
- Companies sponsoring Home Economics activities and events determine their requirements.
- Suggestions and observations collected via the questionnaire designed to measure the satisfaction of individuals dealing with the administrative units.

B. Requirements not specified before??? But are necessary for prescribed or intended use such as:

- The scientific department sets standards that must be met by a student wishing to specialize in that department.
- The course plan is distributed to students at the beginning of the semester.
- Material files that explain all the requirements of that material are stored at the Office of the Scientific Department Supervisor.
- A decision to form organized committees is issued when holding the Faculty of Home Economics activities and events, explaining the tasks assigned to each committee.

C. Legislative and Regulatory Requirements:

These are rules and regulations issued by third parties. They tend to organize work and they are preserved and updated by the Department Director.

D. Any additional requirements that are deemed necessary by the establishment.



7.2.2 Review of Product-related Requirements:

The Faculty of Home Economics reviews product-related requirements, for example:

- The Material File Officer collects the files and delivers them to the Head of the Scientific Department for review at the end of each semester.
- The course teacher rewrites the course plan every semester according to that semester's updates.
- Completing the forms of National Center for Assessment and Academic Accreditation by faculty members in the scientific department.
- Developing administrative processes by modifying procedures and forms and creating or cancelling other units.

7.2.3 Contact with Beneficiaries:

The Faculty of Home Economics makes effective arrangements to contact beneficiaries as follows:

- The subject instructor communicates with students during office hours or via the website.
- A unit will carry out the necessary procedures to advertise the entity's activities and events and to communicate with third parties.
- Answering frequently asked questions via the website.
- Responding to inquiries and requests received by the Vice-dean of Home Economics Office.
- Collecting suggestions and feedback from individuals dealing with administrative units in the satisfaction assessment questionnaire.

7-3 Design and Development

7.3.1 Design and Development Planning:

The Faculty of Home Economics plans and monitors the product design and development as follows:

- Holding a management assessment meeting at planned intervals.



- Preparing curricula in accordance with the academic accreditation system.
- Studying the appropriateness of the curriculum outcomes with the course specification.
- Reviewing, studying and investigating the proposed approaches at each design stage and development in addition to determining responsibilities and powers.

7.3.2 Design and Development Inputs:

Inputs associated with product requirements have been selected including:

- A. Functional and performance requirements: such as specifications set by the heads of scientific departments about those who will teach the subject in question.
- B. Legislative and regulatory requirements to be applied.
- C. Information available from similar previous designs: such as students' results, curriculum outcomes and level of achievement of curriculum objectives.
- D. Any other requirements that are deemed necessary for design and development.

7-3-3 Design and Development Outputs:

When designing and developing the curriculum, skills and acquired knowledge are recognized through design and development outputs. Besides, beneficiaries performance is assessed, and outputs are made sure to be in line with the national framework of national qualifications. What is more, the teaching strategy has to correspond with the expectations set in the curriculum plan, its readiness for improvement and evaluation.

7.3.4 Design and Development Review:

Design and development outputs and inputs are reviewed, like the material file contents. This file is presented at the end of each semester to assess the results ability of design and development in raising the curriculum efficiency and development and in identifying any problems or suggestions.



7.3.5 Design and Development Verification:

The scientific departments specify a period during which the validity of the course is confirmed, reviewed, and the pros and cons are identified. Then, the course is updated again.

Approval of Design and Development Validity: 7.3.6

The validity of design and development in the curriculum is approved by the heads of departments, Dean of the Faculty of Home Economics and by the Curricula Committee before starting to use the upgraded curriculum.

7.3.7 Adjusting Design and Development Changes:

All changes or modifications are recorded or reserved in the program report. They are reviewed, verified and validated in specified time periods by assessing the impact of these changes on beneficiaries.

7-4 Purchase

7.4.1 Purchase Process:

The annual purchase process goes through the following stages:

- Determining the exact specifications of the product to be purchased by the scientific department and the duration of the supply.
- Presenting offers by suppliers that often include more accurate specifications or copies of the product.
- Selecting the most suitable offer.
- Coordinating with the dealer about the desired supply.
 - After the order is supplied, the product is accorded, and its specifications verified.
 - Supplier is evaluated.
 - The direct purchase process goes through the following stages:
 - Distribution of the amount of trust to the scientific departments.



- Purchase of needs and receipt of invoices.
- Handing over invoices to the financial unit to be submitted to the competent authorities.

7.4.2 Purchase Information:

The purchase of the Faculty of Home Economics needs is carried out in accordance with the Purchase Officer procedures as documented in the Financial Unit's system file.

7.4.3 Verification of the Purchased Product:

After the order is supplied, the relevant technical committee verifies the order's quality and conformity to the specifications mentioned in the request.

7-5 Production and Service Delivery

7.5.1 Production Control and Service Delivery:

The Faculty of Home Economics plans and implements the production and service delivery requirements under controlled conditions as follows:

- A. Making information about product properties description available, for example:
 - Spreading the graduates vision, mission, objectives and career opportunities of each scientific department.
 - Setting standards for students admission in scientific departments.
 - Distributing course descriptions at the beginning of the semester.
 - Distributing system files with job descriptions to the Faculty of Home Economics units and sections.
 - Distributing publications calling for the Faculty activities, like lectures or workshops that explain the objectives behind those activities.
- B. Making working instructions available when necessary, for example:
 - Documenting the work steps in the system files of the administrative units and sections.



- Providing curricula or scientific references either by guiding students to purchase places or by providing them in the reading hall or by making copies and distributing them on students.
- Offering help to students by academic counsellors when needed.

C. Using appropriate equipment, for example:

- Equipping classrooms and specialized laboratories besides designing and developing curricula to serve the scientific department objectives.
- Using appropriate methods to monitor and measure processes and product.

D. Granting access to and usage of follow-up and assessment equipment, such as:

- Filling out evaluation performance forms of the management employees within the Department Manager's procedures.
- Filling out performance evaluation forms of faculty members by the Heads of Scientific Departments.
- Distributing surveys about satisfaction assessment of the individuals dealing with administrative units.
- Collecting course material files at the end of each semester.

E. Applying follow-up and assessment sporadically according to the assessment type.

F. Applying product release, delivery and post-delivery activities, for example:

- In some administrative procedures, paper transactions are exported, according to a tracking mechanism documented in the system files.
- At the end of the semester, the students' answers to the final exams are delivered to the Educational Affairs Unit to be well-kept-up for one academic year.
- The student's final grades are monitored electronically and approved by the Head of the Scientific Department, before the student is informed through the electronic service system (ODUS).



7.5.2 Establishing the validity of operations for production and service delivery:

This is done by:

- Adopting curricula approval by the scientific department and by the Curriculum Committee.
- Documenting the administrative procedures mechanisms in the system files before they get approved by the employee who prepared them and by the Dean of the Faculty of Home Economics. They are finally stamped as (restricted documents).
- Setting a specific mechanism to control any modifications to restricted documents - procedure number HEC.040.02.01.P004 as part of the Quality Officer procedures of the Development Vice-deanship in the Faculty of Home Economics.
- Adopting approval of annual orders by a three-member committee from the scientific department.
- Documenting the powers of employees in the job description.
- Re-issuing administrative assignment decisions to employees annually, or in case they wish to change or update.

7.5.3 Distinction and Follow-up:

The product of administrative and academic processes within the Faculty of Home Economics is distinguished by:

- The course of the student's studies is followed by the Academic Guide under the supervision of the Head of the Scientific Department.
- Some course subjects have a pre-requisite, which the student must finish in order to continue her studies.
- If the student under-performs in her studies, she is followed up according to procedure number HEC.020.04.P001 within the procedures of the Under-performing Responsible.
- Students attendance of lectures is followed up by the subject instructor according to procedure number HEC.020.04.P003 as part of the Exam Responsible procedures.



7-5-4 Customer or Beneficiary Ownership:

The Faculty of Home Economics is committed to distinguishing and protecting any belongings of beneficiaries, such as:

Copies of ID papers, certificates and courses of faculty members and – individuals holding similar positions or belonging to administrative staff are kept in sealed cabinets with the Department Director.

Students' work and productions in some subjects are preserved and locked for – a period set by the subject instructor, and then turned back to the respective students.

7-5-5 Product Preservation:

The Faculty of Home Economics is committed to maintaining the product during internal operations, for example:

The study materials are kept at the office of the Head of the Scientific – Department.

The heads of units are committed to making the staff maintain the quality of – service provided.

7.6 Verifying Assessment and Control Equipment

The Faculty of Home Economics specifies the requested follow-up and assessments that need to be performed to verify product matching, for example:

- Classrooms and classroom contents are monitored by inspection tours according to procedure number HEC.020.02.05.P001 as part of the Classroom Responsible procedures.
- Lectures flow, punctuality and classrooms are monitored by inspection tours by the Educational Affairs Unit.
- Laboratories of the scientific departments are monitored by inspection tours by the Laboratory Officer, and necessary actions are taken in case of any observations.
- Laboratory technicians monitor labs, inspect their contents and report any malfunctions or deficiencies.



- The Head of the Scientific Department shall check the subject file as a tool to monitor the progress of the subject during the semester.
- The performance of administrative units employees is monitored by the heads of units and the Department Director.
- The performance of administrative units is monitored by assessing the satisfaction of individuals dealing with them.

8. Assessment, Analysis and Improvement

8-1 General

The Faculty of Home Economics has planned and implemented the necessary observations, assessments, analysis and improvement processes for the following purposes:

- .A To demonstrate that the product matches the predetermined requirements.
- .B To confirm the compatibility of the Quality Management System.
- .C For the continuous improvement of the Quality Management System in the Faculty of Home Economics.

8.2 Follow-up and Assessment

8.2.1 Beneficiary Satisfaction:

The beneficiary assessment process is done as follows:

- Assessing the satisfaction extent of individuals dealing with the administrative units by filling out and collecting questionnaires and analyzing their data.
- Assessing the extent to which students are satisfied with the subject, by filling out questionnaires about each subject.
- Compiling the students opinions and complaints in regular meetings with the Dean and the Vice-dean of the Faculty of Home Economics.



8-2-2 Internal Audit:

The Faculty of Home Economics performs an internal audit at planned intervals according to the procedure number HEC.040.02.01.P007 within the system file of the Quality Officer.

8.2.3 Operation Follow-up and Assessment:

Heads of Units monitor the subordinate units operations, develop them and raise the satisfaction level of people dealing with the units. Hence, in case of a system malfunction, it is treated with the appropriate corrective measure according to procedure number HEC.040.02.01.P006 within the system file of the Quality Officer.

8-2-4 Product Control and Assessment:

The Faculty of Home Economics monitors and assesses the product characteristics to make sure that the requirements are met as follows:

The managerial service provided by the administrative units is – monitored by the Heads of Units, the sections and the Management Director, and is measured by filling in the satisfaction assessment questionnaires of individuals dealing with the Section.

- The curriculum is adopted by the scientific department and by the Curricula Committee before it is presented. It is also monitored and assessed by the Head of the Scientific Department within the subject files, and by the students via surveys.
- The subject instructor monitors and assesses students' course outputs.
- Activities and events provided to beneficiaries internally and externally are assessed by questionnaires distributed during the event.

8-3 Control of Non-conforming Product

If an act, product, or service that does not comply with the requirements is detected, a corrective action is taken to remove the non-conformity, according to procedure number HEC.040.02.01.P006 as part of the Quality Officer's system file.

In some cases, preventive actions are taken to prevent the recurrence of such cases.



8.4 Data Analysis

Collecting data retrieved from the following observation and assessment processes:

- Process follow-up and assessment (as mentioned in 8-2-3)
- Product follow-up and assessment (as mentioned in 8-2-4)
- Internal audit reports
- Management review reports
- Results of corrective and preventive procedures
- Goal-achieving reports
- Results of supplier evaluation

Data is collected and analyzed to check the points to be improved and developed.

8-5 Improvement

8.5.1 Continuous Improvement:

The Faculty of Home Economics is committed to continuously improving the effectiveness of the Quality Management System by:

- Using the data collected and analyzed from observations and assessments and making improvement and development decisions.
- Achieving and renewing the set objectives whenever needed.

8.5.2 Corrective Action:

In non-conformity cases, the corrective action is used to identify the causes and prevent its recurrence. It is also used to identify, apply and review the required act, according to procedure number HEC.040.02.01.P006 as part of the Quality Officer procedures.

8.5.3 Preventive Action:

The precautionary action is used so that the system does not experience non-conformity cases by identifying the possible non-conformity status and identifying, applying and reviewing the required act, using the form number HEC.040.02.01.F007 as part of the Quality Officer forms.



9. Risk

-9 General

9-1 Planning

9-1-1 Risk and Opportunity Recognition Procedures:

The Faculty of Home Economics is committed to preparing plans for the Quality Management Systems and identifying risks and opportunities that must be directed by:

- Providing assurances that the Quality Management System can achieve the intended results.
- Enhancing desired effects.
- Preventing or minimizing unwanted effects.
- Achieving improvement.

9-1-2 Faculty of Home Economics Planning:

- Integrating and implementing risk procedures into Quality Management System processes.
- Assessing the effectiveness of risk procedures.

9-1-2 Preventive Action:

Actions taken to deal with risks and opportunities must be proportionate to the potential impacts on the conformity of products and services.

Review

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Audit

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