

ALIKHAN BOKEIKHAN UNIVERSITY		
Level 2 QMS document	Revision No. 4 of 02.11.2021	DP.10.09.2021
Documented procedure	instead of the revision No. 3 of 04.02.2019	

**Documented procedure**  
**«Assessment of stakeholders' satisfaction»**  
**DP.10.09/2021**

Semey  
2021

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## 1 PURPOSE AND SCOPE OF APPLICATION

This documented procedure of the quality management system has been developed in accordance with the requirements of the ST RK ISO 9001:2016 and is intended to determine the degree of satisfaction of the requirements of all consumers. The original of this documented procedure is a paper medium.

## 2 REGULATORY REFERENCES

The following regulatory documents were used in the development of this documented procedure:

ISO 9000:2017 Quality Management Systems - Basic provisions and vocabulary.

ST RK ISO 9001:2016 Quality Management Systems - Requirements.

DP.10.03/2021 Procedure for managing quality records.

## 3 DOCUMENTS RELATED TO THE PROCEDURE

The plan of conducting the sociological survey - F 01-DP.10.09/2021

Analytical reference – F 02- DP.10.09/2021

## 4 DEFINITIONS OF TERMS, DESIGNATIONS AND ABBREVIATIONS

### 4.1 Terms and definitions

The terms and their definitions from ISO 9000- 2017 Quality Management System. Basic provisions and vocabulary. are used in this documented procedure.

**Procedure** - an established way of carrying out an activity or process.

**Process** - a set of interrelated and interacting activities that transform inputs into outputs.

**Interested party, stakeholder** - a person or organization that can influence the implementation of activities or decision-making, be affected by them or perceive themselves as the latter.

**Customer satisfaction** - the consumer's perception of the degree of fulfillment of his expectations.

### 4.2 Abbreviations

ATS – academic and teaching staff;

EP – educational program.

## 5 DESCRIPTION OF THE PROCESS

### 5.1 General regulations

The main consumers of the scientific and pedagogical, educational process are:

- applicants, their parents, the state, organizations and enterprises of various forms of ownership, society (external stakeholders);

- students, ATS and other university staff (internal stakeholders).

The study of the requirements and the assessment of the satisfaction of stakeholders is conducted on the basis of a sociological survey of public opinion of all groups of stakeholders and written correspondence with social partners.

## **5.2 The procedure for assessing stakeholders' satisfaction.**

5.2.1 The requirements of stakeholders are determined:

- in the form of a resolution based on the results of the annual meetings of heads of educational programs with social partners;

- in the form of a sociological survey;

- annual meetings of the university management with students;

- in the form of claims and complaints.

5.2.2 The resolution on the results of meetings with social partners is drawn up in the form of an intra-university regulatory document "Regulations on the procedure for organizing meetings with representatives of organizations, institutions and enterprises". Forms of meetings with social partners: round table, seminar, meeting, conference, etc.

The resolution based on the results of meetings with social partners is the basis for updating educational programs.

5.2.3 For the sociological survey of stakeholders, a paper questionnaire and an online questionnaire are conducted.

5.2.4 To conduct a sociological survey, the plan for conducting a questionnaire survey is approved annually by the rector of the university until October 1.

5.2.5 Responsible for drawing up a plan for conducting a questionnaire survey in the form F 1- DP.10.09/2021 and conducting a sociological survey of students is the service "Center for Youth Policy", social partners - "Career Center", academic and teaching staff and employees of the University " Human Resources Management Department".

5.2.6 According to the results of a sociological survey an analytical reference is compiled by sociologists of the university.

5.2.7 In order to improve the scientific, teaching and educational process, meetings of the active students with the university management are held annually once a semester.

## **5.3 Analysis and mechanisms for implementing stakeholders' requirements**

The results of the research of the systematic study of public opinion of all groups of stakeholders are summarized in an analytical report on the form F 2- DP.10.09/2021 and submitted for discussion to the Academic Council of the University. The divisions of the university, whose competence includes the solution of the

issues raised in the analytical report, consider and make a decision through the existing management body in the division.

## 6 DOCUMENTATION AND ARCHIVING

6.1 The original of the documented procedure is kept in the Department of Academic Affairs.

6.2 The quality records generated during the work under this documented procedure include the form given in Table 1.

Table 1

№	Document name	Form
1	Plan of conducting a questionnaire survey	Approved plan
2	Analytical reference	Approved reference

## 7 INFORMATION ON THE PROCESS

### 7.1 Incoming information

№	Document name	Responsible person for compiling	Term of provision	Note
1	Resolution on the results of meetings with social partners	Heads of educational programs	Within 10 days after the meetings with the social partners	
2	Analytical reference	University sociologist	Within 10 days after conducting the survey	
3	Claims and complaints	Center for Youth Policy	As received	

### 7.2 Outgoing information

№	Document name	Responsible person for providing	Term of provision	Note
1	Analytical reference	University sociologist	Within 10 days after conducting the survey	
2	Updated EP	Heads of educational programs	Annually until May 1	

**8 ANNEXES****F 01-DP.10.09/2021**

«Approved»  
 Rector of Alikhan Bokeikhan University  
 \_\_\_\_\_ Sh.A. Kurmanbayeva  
 «\_\_\_\_\_» \_\_\_\_\_ 20\_\_\_\_

The plan of conducting a sociological survey (questionnaire) in ABU  
 in \_\_\_\_\_ academic year

№	Name of the questionnaire	Conducting timeline	Format of conducting	Responsible for the organization and conduct of the survey

**F 02-DP.10.09/2021**

Form of Analytical reference

**ANALYTICAL REFERENCE**  
 based on the results of sociological research  
 on the topic \_\_\_\_\_  
 \_\_\_\_\_

1. Analysis with justification of the results obtained
2. Demonstration of the identified trends, their impact on the improvement or deterioration of the quality of training
3. Prognosis, probability of development (deterioration, improvement)
4. Recommendations for elimination
5. Possible forms of implementation and control

University sociologist \_\_\_\_\_  
 (signature, date) (Full name)

**9 CHANGE REGISTRATION SHEET**

