

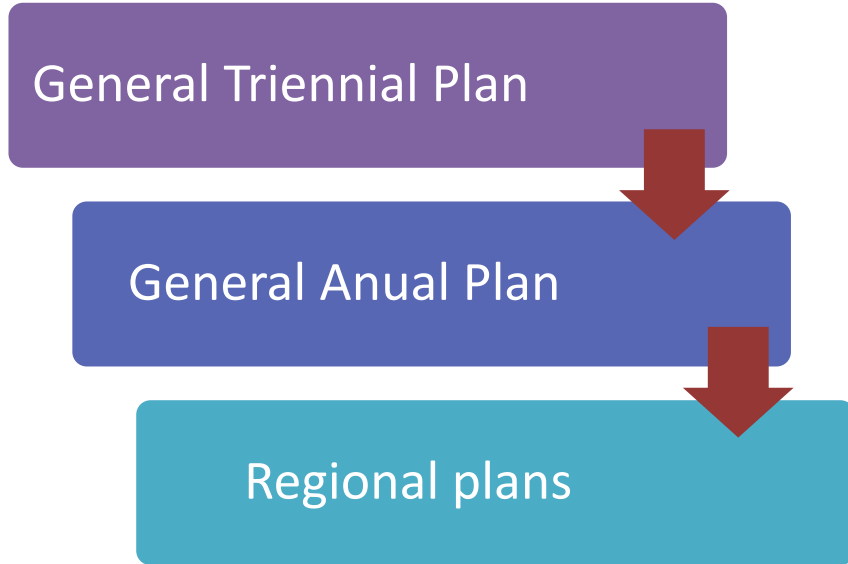
# Quality assurance in the performance of the Basque Country Inspectorate Reports issued by the Inspectorate

Utrecht, 6th March 2020



# GENERAL FRAMEWORK

## Strategic planification + Quality Management System



UNE EN ISO 9001: 2015 standard



# GENERAL FRAMEWORK

## The General Triennial Plan takes into account

- ✓ the Mission, Vision and Values
- ✓ the intervention model in schools
- ✓ the Inspectorate's strategic reflection
- ✓ the strategic lines of the Department of Education
- ✓ the conclusions included in the Report of the previous Triennial General Plan and the Annual Plans
- ✓ all the information systematically collected on the needs, expectations and degree of satisfaction of internal and external recipients

# GENERAL FRAMEWORK

## The Quality Management System

- ✓ is implemented, accredited and audited annually
- ✓ is aligned with the mission, vision and values of the Inspectorate and with the legal provisions that regulate it
- ✓ articulates all actions through standardized processes that include all the information and documentation necessary for their implementation

# ENSURING THAT INSPECTORS MAKE RELIABLE, FAIR AND EFFECTIVE JUDGEMENTS

## Quality Management System



Instructions to guide the approach of the reports of each type of action

Report models with guidelines for each action

- Transparency and accessibility for the sharing of knowledge and good practices

## Organization



- Training sessions on the preparation of quality reports that add value

The recipients of the reports give feedback on their level of satisfaction with the reports' effectiveness/efficacy

The data related to the content of the reports written is exploited to establish improvements in future reports

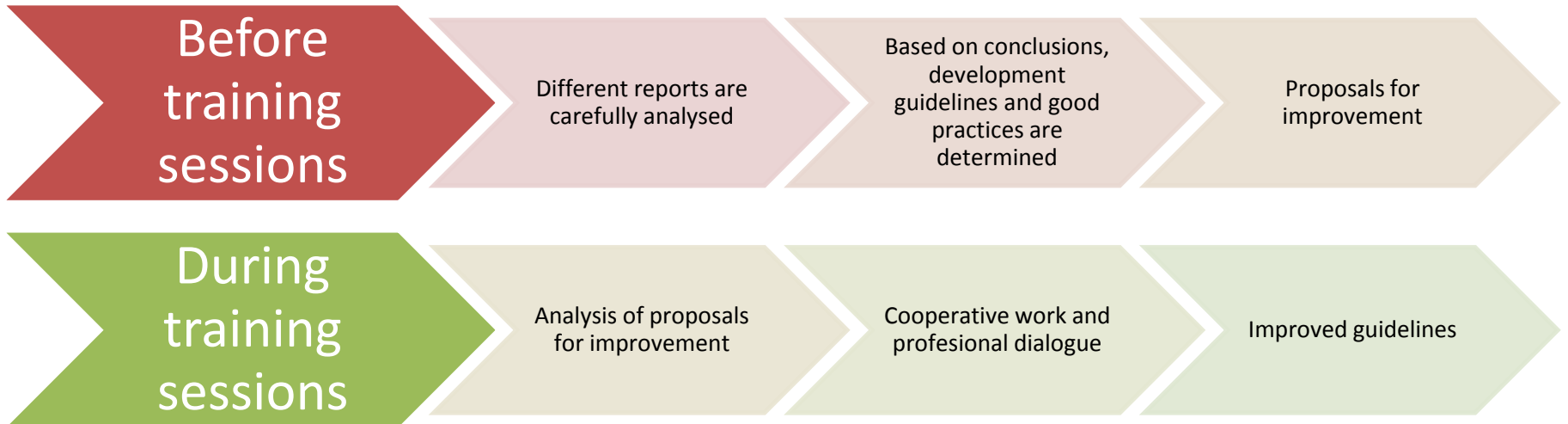
# THE STRATEGIC IMPORTANCE OF PROFESSIONAL TRAINING

Professional training is **carefully planned**  
and carried out **systematically over time**





# THE STRATEGIC IMPORTANCE OF PROFESSIONAL TRAINING



# THE STRATEGIC IMPORTANCE OF PROFESSIONAL TRAINING



Training session on Evaluation of School Leadership. Bilbao, 27th March 2020



# PROCEDURAL APPROACH

## UNE EN ISO 9001: 2015

### It requires

- procedures and standards in all its actions
- the study of context variables and action risk calculation, along with analysis of action efficiency

### It includes

- includes instructions about the objectives, scope of action, stakeholders, requirements, people in charge, documented information for the performance of actions, planned resources, elaborated products, and indicators for process and result control
- control sheets that allow visualizing the degree of compliance with the objectives

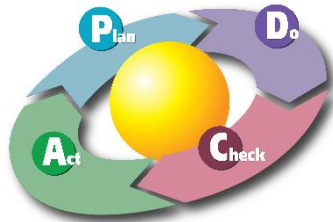
# ELABORATING REPORTS



# ELABORATING REPORTS



In application of the PDCA cycle, each process team...



establishes the process and result indicators



analyses risks and opportunities



introduces the necessary corrective or improvement actions

# QUALITY ASSURANCE AROUND JUDGEMENT

The Zone Inspectors supervise the reports elaborated by the inspectors in their zone and give their seal of approval

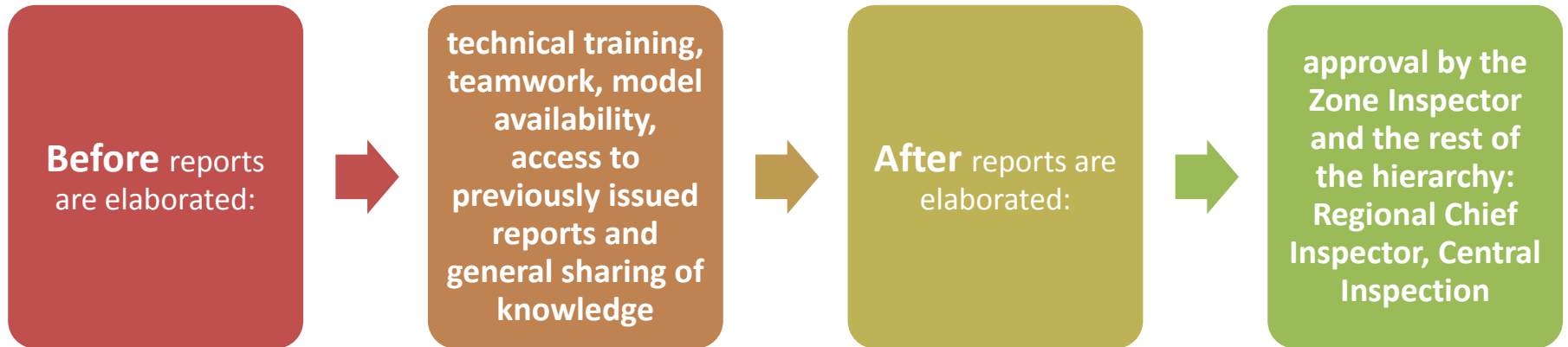


# QUALITY ASSURANCE AND INDIVIDUAL PROFESSIONAL JUDGEMENTS

The only limit to the inspectors' freedom when it comes to give his or her professional judgement is the **legal framework** established by current regulations



## Tools to assure the quality of reports





# QUALITY AND IMPACT



Quality Comission Team

## Assuring internal quality

- ✓ Analysis of the reports issued
- ✓ Identification and transmission of good practices
- ✓ Internal training days
- ✓ Periodic dissemination of orientations

## Measuring the impact

- Feedback from recipients (schools, Department of Education...)
- Improvement of school results or processes
- Still trying to find other ways...

# THE MAIN CHALLENGE

At present, we gather and use feedback from the recipients of reports in order to measure their impact, but our next step will be ...



to find new ways of measuring the  
impact of reports

# Thank you Eskerrik asko

Utrecht, 6th March 2020



[Flysch Cliffs of Zumaia, Basque Country](#)