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Quality Function Deployment method “Quality house” integration into social work study program

University of Latvia, Faculty of Social Sciences thinks of preparing such type of students, who would be capable to compete in labor market and know how to study throughout life, who know how to solve problems, think analytical and critical, as well as knows how to integrate his knowledge and skills. Wherewith, after realizing all these parameters we searched new approaches to improve and value our curricula.

Until now in Latvia's universities usually used external quality assessment with external experts, then now slowly these universities have come up with a conclusion that external assessment must be joined with internal evaluation - self-assessment, which helps to define organization weak and strong sides, as well as point direction, road model, how to improve. Self-assessment is directly connected to teaching and learning, also affects researches, study process administration and university managing. That is why internal quality management system should be working in different levels. It can be concentrated to individual person, a curricula, faculty, department or whole university.

By definition self-assessment is all around, systematical and regular enterprise operation principle, activity and reached goal overview and valuation ratio towards chosen model. Regular self-assessment with condition that it works like an impulse for improvement is the easiest and most successful mechanism to provide enterprise's long time growth. In self-assessment process the main task is to give as much information as you can about improvable fields. Self-assessment is important because it is made by university personal and only they know the detailed information about its work and the things which needs to be done. And these university workers will need to introduce everybody with improvements and changes which were figured out during this process. Self-assessment is the first step in whole university valuation process, which mark any process that lead to judgment or recommendation about university, faculty or curricula quality. Self-assessment like evaluation process first step is divided into three main goals:

1. Making pointed all round summaries about what is the opinion about quality leadership and strategic planning.
2. Analyze enterprises strong and weak sides, offering concrete working plans.
3. Make structure of which the enterprise will be valuated by external group of experts.

Effective self-assessment must be carefully planned; to complete it properly you have to give it enough time and resources. Self-assessment like a long term instrument and systematic improvements can be equally effectively used in universities as well as in chosen curricula. Self-assessment method, which is chosen in each particular case depend on university structure and internal culture as well as from prospective content, amount and accuracy. There have been designed and are available a couple of self-assessment method which disparate from each other by the needed time and resources also with the result information accuracy and amount.

One of the most effective self-assessment methods are Quality Function Deployment (QFD) "Quality house". QFD is an instrument which helps to value the satisfaction of client with our given service and define their needs, requirements and desires. QFD method has been developing in Japan since 20 century sixties and is one of the promising quality improvement methods; although in Latvia it is still used very seldom.

QFD depends on graphical matrix, which contains information about: client needs and requirements, as well as its valuation: service importance: planning and improvements: client desire satisfaction possibilities: relation between client needs and planned purposes. Including this information "quality house" matrix visually is shown how important is each indicator to satisfy client needs and service quality improvements.

To compare student and university lecturer opinions and make "quality house", we need to ask questions to students and academic personals what is their opinion about quality management processes in university, as well we need know their opinion about the needed changes in study quality improvements. To have the possibility to compare the student and the academic personal answers these questions have to be similar, except in academic personal inquiries don't contain questions, where is the need to valuate the listed criterion after that how they match up with the real situation in university. Questions need to be made so we can judge the possible university client-student needs and desires which are connected with curricula, as well as we need to know student opinion about the real situation in university.

Questions are divided into four blocks:

- questions about social work study program planning and organizing; Do you find important the quality of curricula, its assessment and perfection? Do you think the university needs quality management? Is the study programs in your university planned properly?
- questions about study program coordination; Whether is there written on paper study program policy and student rights and duties? Whether are there a defined study program goals and tasks, which are connected with specified study result? Is there a connection with practice givers and supervisors? Is there one responsible person who looks after study program coordination?

- study program accordance to its resources; Is social work study program in university supported with appropriate resources, accordingly qualified workers, teachers, lecturer; differential study ways; appropriate class rooms and needed technical equipment; access to fresh information sources, example, about seminars, student exchange programs?
- as well as questions about study program assessment. Assessment is made up in such a way that we can valuate progress to definite goals, tasks and study results, Assessment is made regularly in whole study program; Assessment have an influence to study programs long term development and it advances result; Assessment is applied to all study program sections and its involved people.

Each block questions needs to have different criterions, which needs to be evaluated by students and academic personal, only students need to valuate the same criterion plus they need to compare it with the real situation in university. These evaluated data are these which are included in quality evaluation model - "quality house" after which we will define curricula weak and strong sides, that is why in continuation we will introduce you with this quality evaluation method.