PROSE

a network
a toolbox
a working method
for quality management
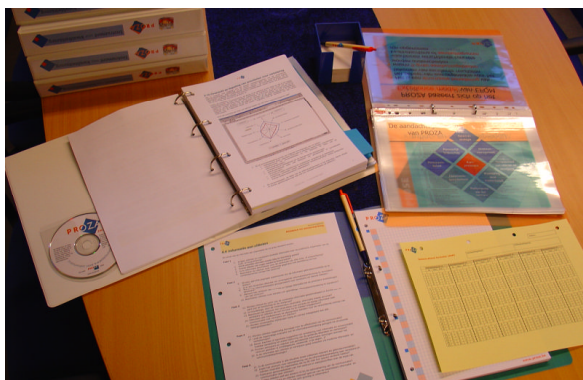
www.prose.be
www.prose.nl
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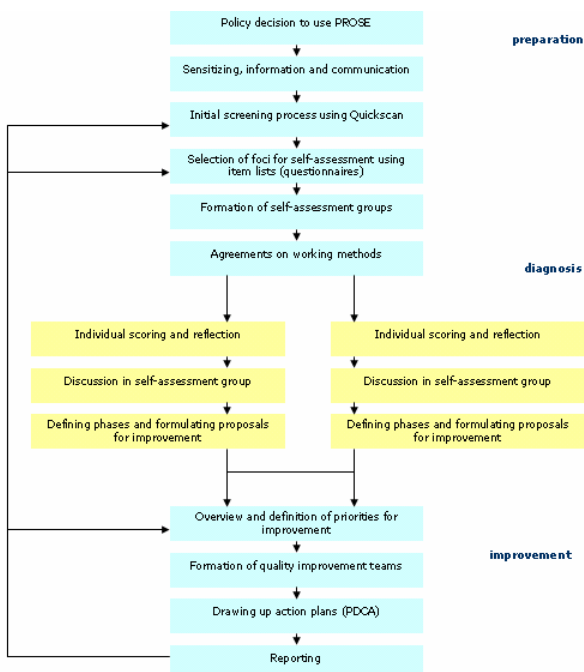## The choice for dynamic and sustainable quality management

Good management requires equilibrated decision making and efficient communication. Total quality management has to be dynamic and must lead to clear priorities for improvement, embedded in a cyclic process. In this way the organisation realises sustainable quality. The choice of a model and of instruments is of great importance. PROSE combines a working model and a toolbox for diagnosis and improvement. PROSE is also a network of expertise. For members, an online platform is available for support and for sharing of good practices.
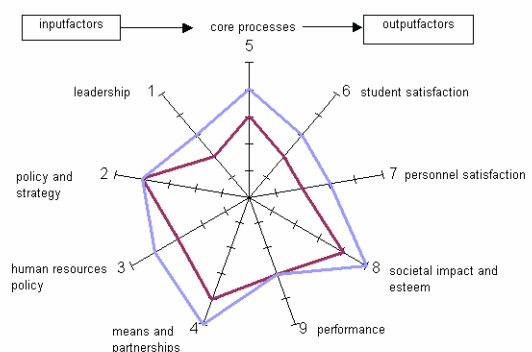

The PROSE toolbox

The toolbox for higher education is available in an English, a Dutch, and a French version, and is updated continuously. More than 30 quality managers of higher education institutions were involved in validating questionnaires for in-depth diagnosis and for quickscans. For institutions using EFQM, questionnaires are arranged according to the 9 areas of attention of the Excellence model. More than 70 different item lists can be used, covering all important aspects within a university, a college, a department, or a study programme. In the PROSE toolbox, specific questionnaires are available for measuring satisfaction of staff (e.g., on policy and working conditions), and of students (e.g., on quality of teaching activities and student services).

For departments in a process of accreditation, a scan of 9 specific questionnaires is available, focusing on the basic components of quality assurance of a study programme. This scan is compatible with frameworks such as NVAO (the Dutch-Flemish accreditation body). Diagnoses not only lead to indicators and profile charting, but automatically also result in specific improvement projects and action plans, by using the specific working method of PROSE. Besides measurements, well-structured consensus discussions are important components.

The PROSE Online Diagnostics System

All questionnaires can be used in paper form or in electronic portable document format, but are also available in the PROSE Online Diagnostics System (PODS). This offers quality managers a very efficient and flexible way of handling diagnostics, reducing the costs involved in quality management. PODS works completely web-based.

A diagnostic manager can activate sets of questionnaires in one or more consultations. He defines the period and selects respondents and additional options. For example, he can ask the respondents not only to answer to questions, but also to define priorities for improvement and/or to indicate evidence.

Item lists are available with 5-point scale or with agree/disagree answering options. The user interface is very transparent and simple. Respondents navigate through the online system without having to use additional guidelines. They can stop and resume whenever they want. At the end, a respondent answers three open questions.

Within one institution, several diagnostic managers can be active. One account manager supervises the system, providing logins to users and allocating credits to managers.

Respondents can view their own results, and diagnostic managers can follow up the process and download group results in pdf or excel format. The results contain overview tables and indexes on questionnaire level and on item level. The excel file also contains all raw data of all individual respondents, with indication of the group membership of respondents but not of their identity. The diagnostic manager has an overview of respondents who have filled out their forms completely during the activation period, and can prompt respondents when needed by using the built-in e-mailing option.

Recognition of good practice

PROSE was founded in 1998 as a spin-off of 8 institutions of higher education. PROSE centres of expertise offer support to the growing number of users. PROSE members can apply for recognition of their good practices in quality management by using PROSE. Their evidence-based application is evaluated by independent PROSE experts, resulting in a quality label according to the level of their good practice.

PROSE Membership

More than 500 institutions or departments already have obtained a license to use PROSE. By becoming member of PROSE, an institution receives the licence to use all available questionnaires and working forms. Membership also includes a package of credits to use the online diagnostics system. The membership fee depends on the number of employees in the organization (in full-time equivalents). Departments pay 150 euros a year when having less than 50 FTE, 200 euros up to 100 FTE, 300 euros up to 250 FTE, or 400 euros up to 500 FTE (rates 2007, VAT excl.). The number of available online credits increases accordingly.

PROSE can be contacted by e-mail (info@prose.be), by phone (+32-473-943134) or by fax (+32-9-3624148). Main office: PROSE cvba, Wielewaal 1, BE-9820 Merelbeke. A brochure can be downloaded at www.prose.be

Participants of the QAF conference in Rome can receive a login for an free online trial account during a limited period until 20 deember 2007. Simply send an e-mail to info@prose.be with your request.