

Approved at the EKA Senate meeting  
16 February 2022  
Protocol No. 168

Amendments approved at the EKA Senate meeting  
14 January 2026  
Protocol No. 221

## **Quality Policy of the EKA University of Applied Sciences**

1. The quality policy of the EKA University of Applied Sciences (hereinafter Policy) is developed in accordance with our vision, mission, values, and strategic objectives and is oriented towards all our key stakeholders.
2. The Policy reflects our commitment:
  - a. to develop and maintain a quality system by implementing an excellence approach based on EFQM criteria, taking into account European Standards and guidelines for quality assurance in the European Higher Education Area (ESG);
  - b. to maintain sustainable relationships with clients by creating an offer that they recognize as valuable;
  - c. to comply with the requirements of regulatory frameworks;
  - d. to develop the competencies of our staff by ensuring knowledge exchange and involving them in improvement processes;
  - e. to establish effective management at the EKA University of Applied Sciences;
  - f. to build cooperation with partners, involving them in the implementation of our strategy, based on mutually beneficial conditions, constantly maintaining a high level of trust to ensure the creation of sustainable value.
3. The policy is based on the following principles:
  - a. achieving goals by focusing on the needs of students and stakeholders, managing relationships to achieve better results, and implementing a student-centered educational process;
  - b. promoting leadership at all management levels, engaging people in achieving and improving our goals;
  - c. implementing a process approach and risk-based thinking to ensure the achievement of planned results;
  - d. carrying out the improvement cycle to achieve higher-quality results;
  - e. making fact-based decisions to ensure more effective management and more transparent processes.
4. Politics and its significance are communicated throughout the EKA University of Applied Sciences.
5. The policy is implemented in all our structural units.