
UOC Quality Policy

Organization, Processes and Quality department

9 December 2025 v.3

Version log

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Drafted by	Reviewed by	Approved by
Daniel Caballé Director of Organization, Processes and Quality	Data, Technology and Processes Committee	Executive Board
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1. Purpose

The purpose of this document is to establish the reference framework and fundamental principles for the design, implementation, review and continuous improvement of the Quality Management System, in accordance with the UOC's mission, vision and values.

The policy is intended to achieve the following objectives:

- To ensure the effective application of the principles of quality in all the university's strategic, operational and support processes, ensuring alignment with the institution's strategy.
- To align the institution's activity towards continuous improvement and the pursuit of excellence in teaching, research and knowledge transfer.

This policy will be regularly revised and updated to adapt it to the current situation of the institution and the applicable legislation.

2. Scope

The policy applies both to the **Fundació per a la Universitat Oberta de Catalunya (FUOC)** and to the other group companies. Hereinafter, the name "**UOC**" will therefore encompass all of the companies in the group.

The policy also applies to all executives and employees, regardless of the type of contract that governs their employment or business status and their hierarchical position within the institution, and irrespective of the work, teaching, research, administrative or support centre where they provide their services.

Furthermore, the policy applies to people carrying out activities in the organization's name or on its behalf, and to business partners who may involve the UOC in criminal liability and other stakeholders that the UOC may at any time determine in its procedures and internal self-regulatory standards.

3. General principles

The general principles that govern quality management at the UOC are as follows:

a) Culture of quality at the UOC

1. **Quality as a strategic pillar:** To have a quality plan that forms part of institutional strategy, establishes the strategic objectives linked to quality management and ensures the application of the principles defined in this policy.
2. **Rigour and continuous evidence-based improvement:** To foster a culture of quality in all areas of the organization's activity, based on rigour, continuous improvement and systematic analysis of data for decision-making so as to achieve excellence in academic activity and administration.
3. **Commitment to stakeholders:** To incorporate the vision of internal and external stakeholders in the processes of continuous improvement, involving the university community and guaranteeing transparency and accountability.
4. **Commitment to talent as a driver of quality:** To guarantee the recognition, training and continuous development of all the people who are part of the university in order to pursue excellence in teaching, research and administration.

b) Quality in teaching and learning

5. **High-impact programmes:** To design and develop programmes aimed at excellence that anticipate and respond to social challenges and the demands of the labour market, and ensure compliance with current legislation in accordance with the ESG quality criteria established by the EHEA framework and agencies.
6. **Inclusive and innovative educational model:** To ensure that the university's educational model responds to its mission and vision, fostering inclusion and innovation in teaching, ensuring academic integrity and facilitating the digital transformation of education.

c) Quality in research, knowledge transfer and the promotion of culture

7. **Scientific excellence and integrity:** To pursue scientific excellence and integrity, ensuring compliance with codes of ethics, fostering open science and the assessment of research on the strength of its quality and impact.
8. **Research with impact:** To foster research, knowledge transfer and the promotion of culture globally, so that, through international cooperation and by attracting talent, aimed at accomplishing research missions, meeting global challenges and contributing to sustainability and innovation, with an effective return and impact on people, the region and the productive cultural sector.

d) Quality in administration

9. **Efficiency and agility of the organizational model:** To optimize administrative processes and improve agility, operational performance and efficiency, guaranteeing a quality service appropriate to the needs of internal and external

stakeholders and to the strategic challenges of the university.

4. Roles and responsibilities

The responsibilities of each of the UOC's bodies, departments and faculties under this policy are summarized below:

a. Organization, Processes and Quality department

- Review and propose changes to the Quality Policy to ensure that it responds to the institution's circumstances.
- Ensure that all members of the organization's staff are aware of, understand and apply the Quality Policy.

b. Quality Committee

- Validate the Quality Policy.

c. Communications department

- Help disseminate the Quality Policy.

d. All UOC teams (academic, research and administrative)

- Be familiar with the Quality Policy.
- Comply with its content and ensure its principles are correctly applied at the institution.

e. Executive Board

- Approve the Quality Policy.

5. Approval of the Policy

This policy has been approved in accordance with the provisions of the UOC Policy on Roles and Responsibilities for the Approval of Internal Regulations.

6. Confidentiality

This document is the property of the Fundació per a la Universitat Oberta de Catalunya (FUOC). It may not be used for purposes other than those for which it was issued and its content may not be disclosed to persons whose interests are not those of the university.