

# **SAETO Pilot User Survey**

## **Feldtest 2007**

- *Total answers : 30*

## **Feldtest – 2010 D/A/CH**

- *Total answers : 16*

## **Feldtest – 2010 andere Länder**

- *Total answers : 29*

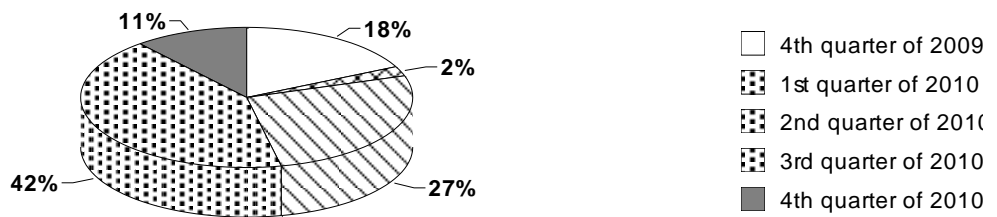
## **Total:**

- *Total answers : 75*

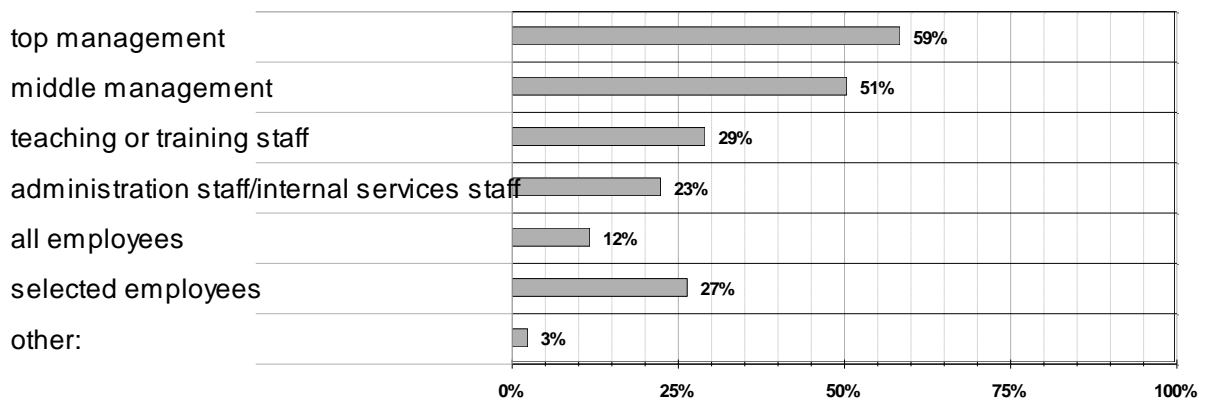
## 2007: Wann haben Sie mit dem SAETO Feldtest begonnen?



## When have you started your SAETO test?



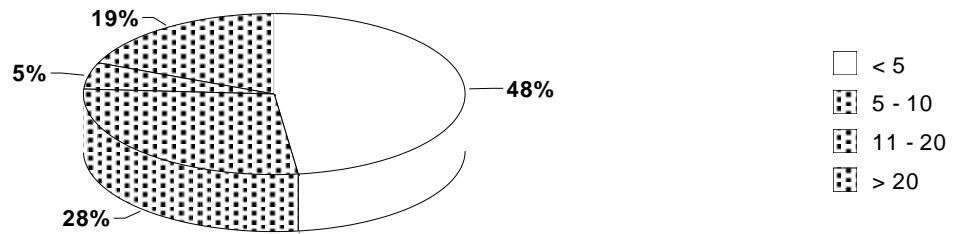
## Who participated in its implementation?



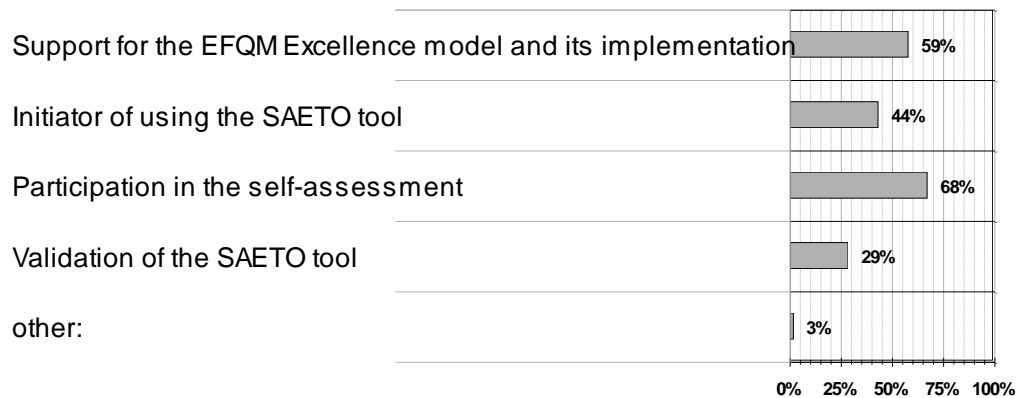
### other:

- *Projektteam*
- *Q-Leiter, Lernende: nur Umfrage bei allen Lernenden vor Abschluss !!, keine Selbstevaluation*

## How many staff members have participated in its implementation?



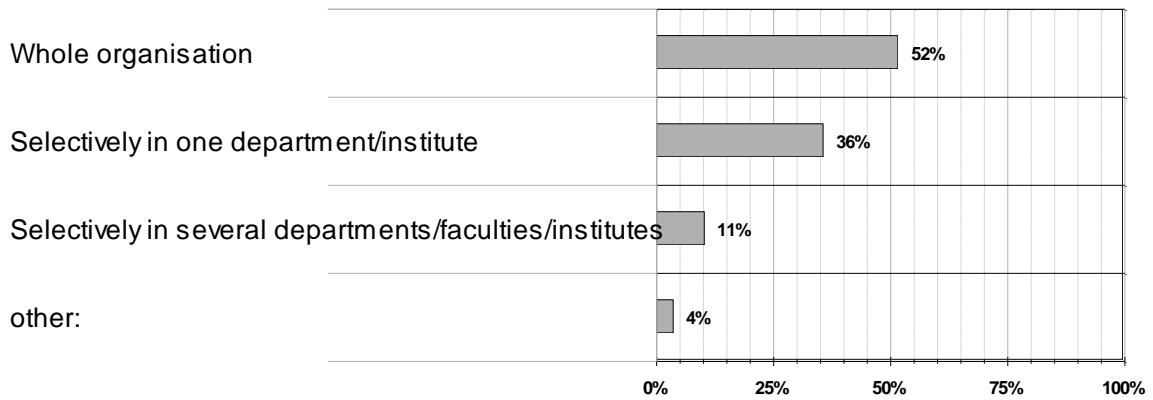
## Which role did management have in the field test?



### other:

- *Selbstevaluation hat 2008 ohne SAETO stattgefunden*
- *keine aktive Rolle*

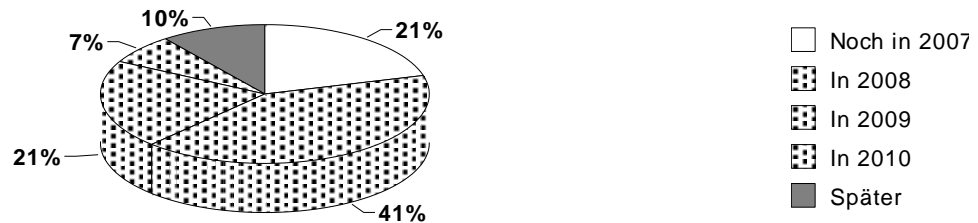
## In which areas have you deployed the SAETO tool?



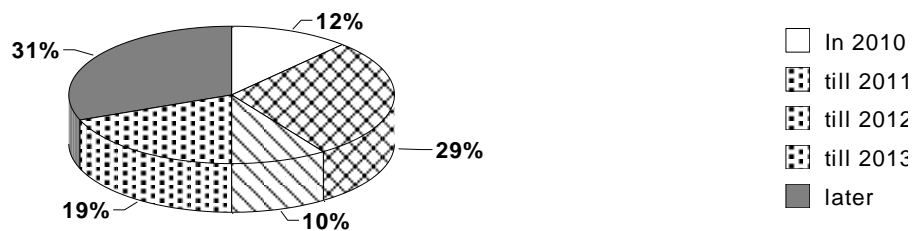
### other:

- *bei den Dozierenden und Studierenden*
- *Saeto tool will be / is being deployed step by step in all departments*
- *at this moment just in several processes and activities*

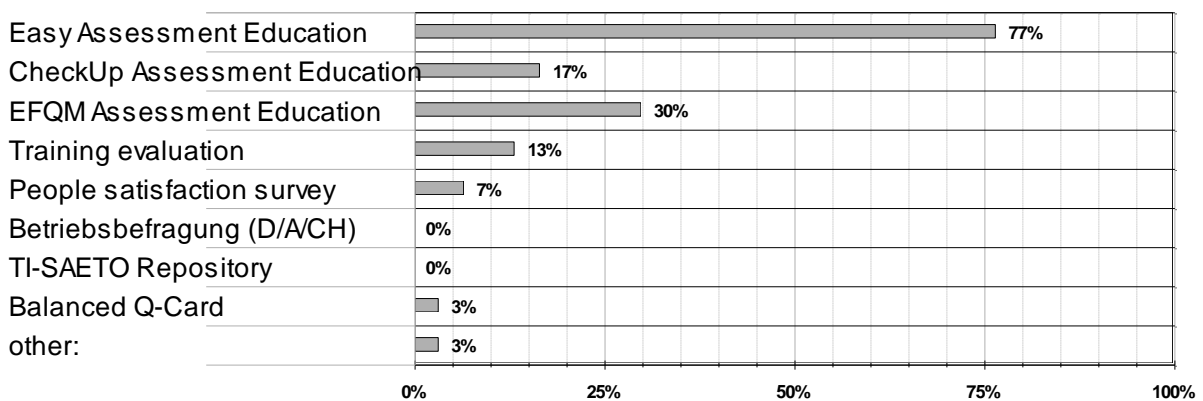
**2007: Bis wann soll die Selbstbewertung bei Ihnen systematisch eingeführt sein?**



**Till when will self-assessment be implemented systematically in your organisation?**



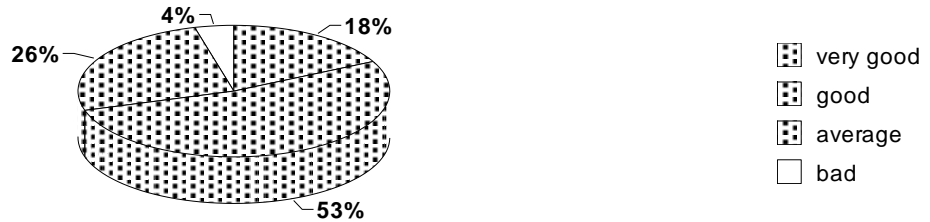
**Which SAETO tools have you worked with during the field testing?**



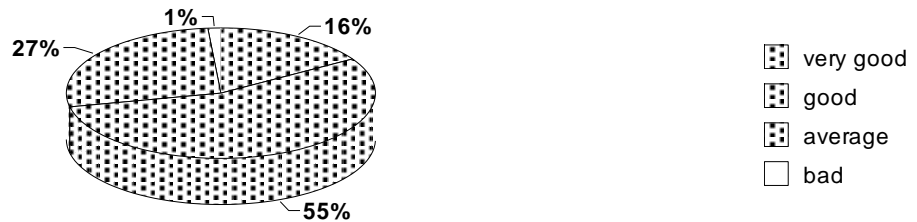
**other: Inquiry Professional**

Please assess the SAETO tools you have used following the items indicated

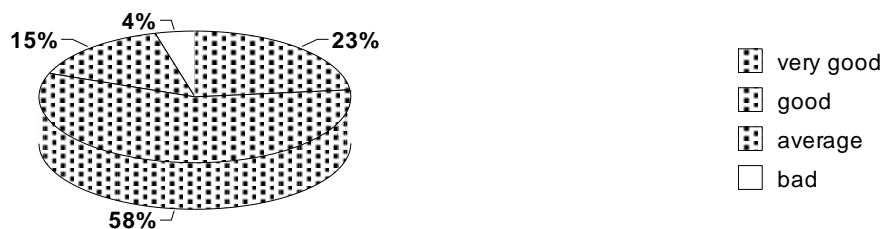
### Adaptation of wording to educational or training institutions



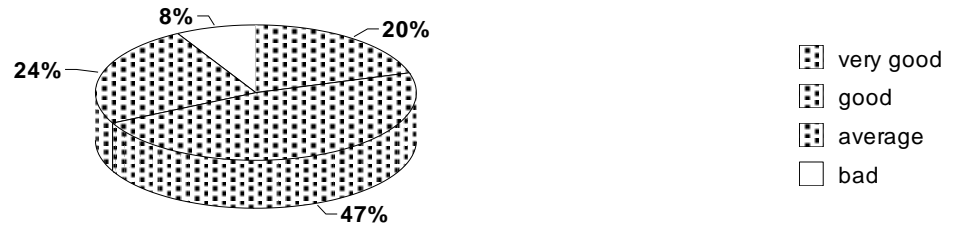
### Understanding of questions



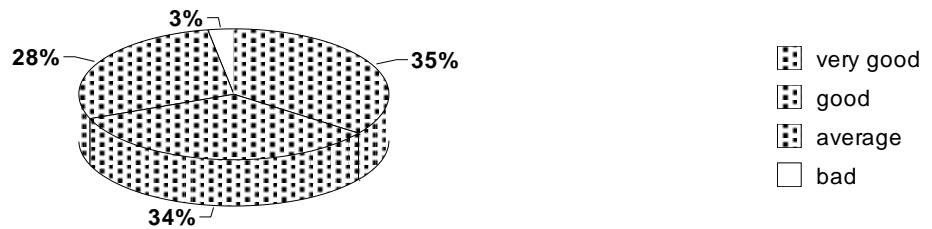
### Support in mastering my tasks



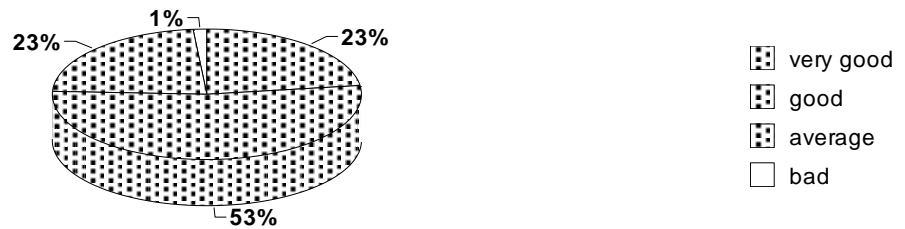
## User-friendliness



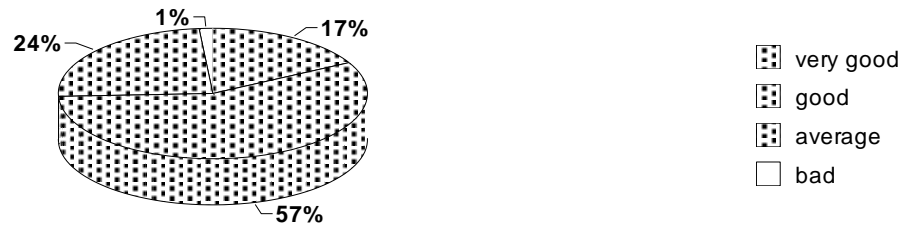
## Usefulness of the report



## Usefulness of the methodical tutorials

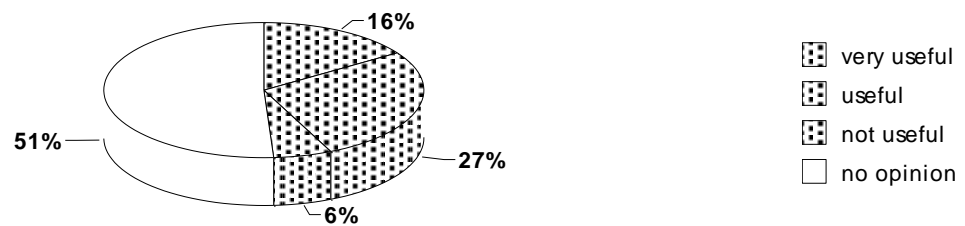


## Usefulness of the tool tutorials

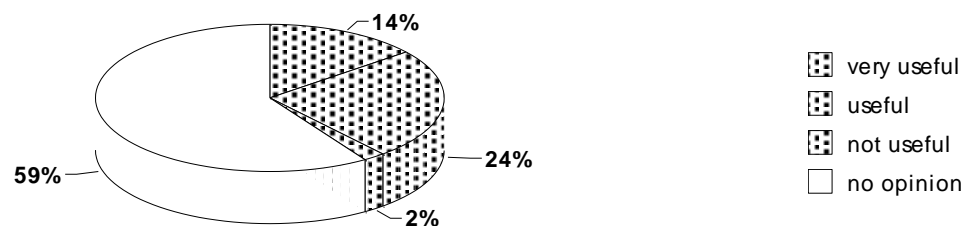


Which SAETO modules have been of particular usefulness for you during the field testing?

### GOA EFQM Assessment Education

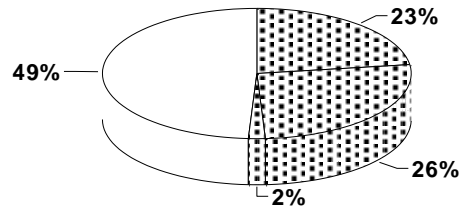






### GOA Check-Up Education



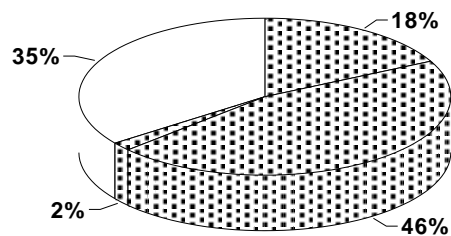






## GOA Easy Assessment Education



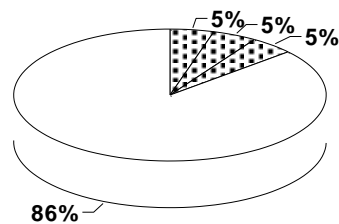
-  very useful
-  useful
-  not useful
-  no opinion





## GOA Basic Assessment Education



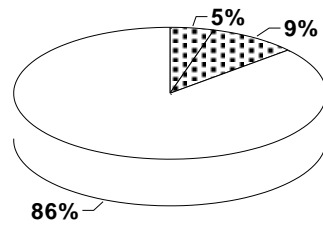
-  very useful
-  useful
-  not useful
-  no opinion





## 2007: GOA Easy Project Excellence



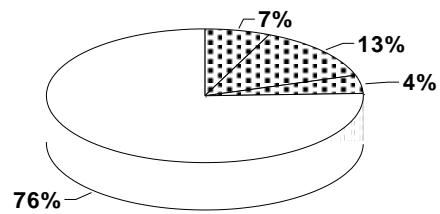
-  sehr nützlich
-  nützlich
-  nicht nützlich
-  keine Meinung





## 2007: GOA 360° Management Feedback Education



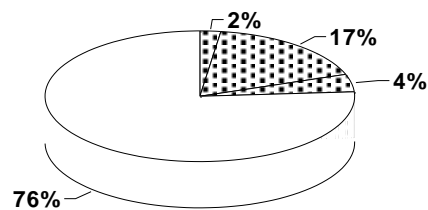
-  sehr nützlich
-  nützlich
-  nicht nützlich
-  keine Meinung





## GOA People Inquiry Education



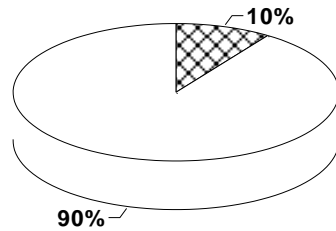
-  very useful
-  useful
-  not useful
-  no opinion





## GOA Training evaluation



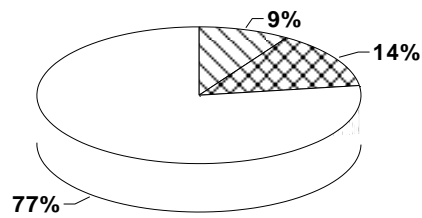
-  very useful
-  useful
-  not useful
-  no opinion





## 2007: GOA Team Effectiveness Analysis



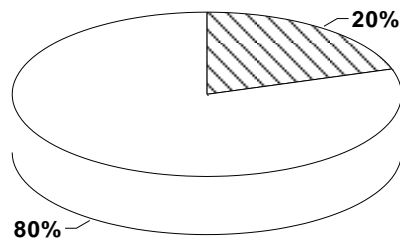
-  sehr nützlich
-  nützlich
-  nicht nützlich
-  keine Meinung





## 2007: GOA Objectives



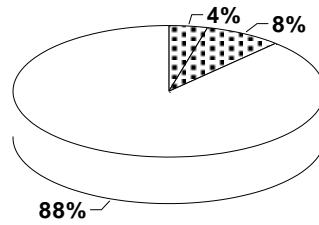
-  sehr nützlich
-  nützlich
-  nicht nützlich
-  keine Meinung





## Betriebsbefragung (nur D/A/CH)



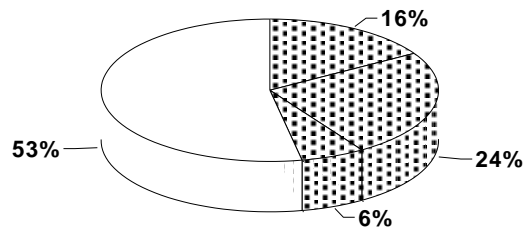
-  very useful
-  useful
-  not useful
-  no opinion





## TI-SAETO Repository



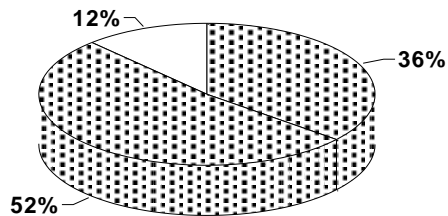
-  very useful
-  useful
-  not useful
-  no opinion





## Balanced Q-Card



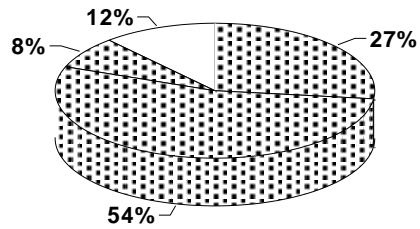
-  very useful
-  useful
-  not useful
-  no opinion

## 2007: Methoden-Tutorial 1: Grundlagen der Exzellenz



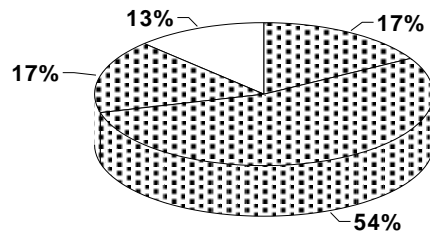
-  sehr nützlich
-  nützlich
-  nicht nützlich
-  keine Meinung

## 2007: Methoden-Tutorial 2: Implementierung



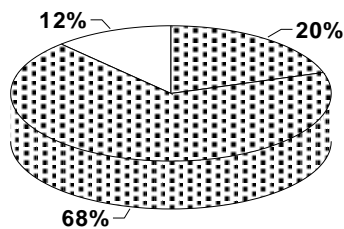
- sehr nützlich
- nützlich
- nicht nützlich
- keine Meinung

## 2007: Methoden-Tutorial 3: Methoden



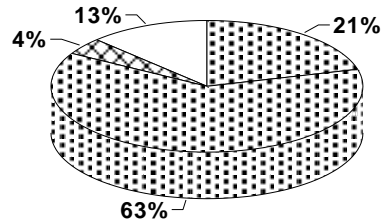
- sehr nützlich
- nützlich
- nicht nützlich
- keine Meinung

## 2007: Methoden-Tutorial 4: Messungen



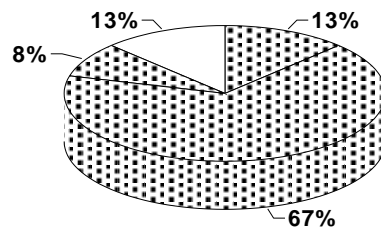
- sehr nützlich
- nützlich
- nicht nützlich
- keine Meinung

## 2007: Methoden-Tutorial 5: Kontinuierliche Verbesserungen



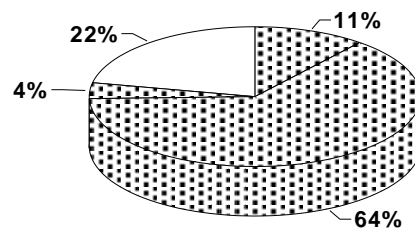
- sehr nützlich
- nützlich
- nicht nützlich
- keine Meinung

## 2007: Methoden-Tutorial 6: Die SAETO Lösung



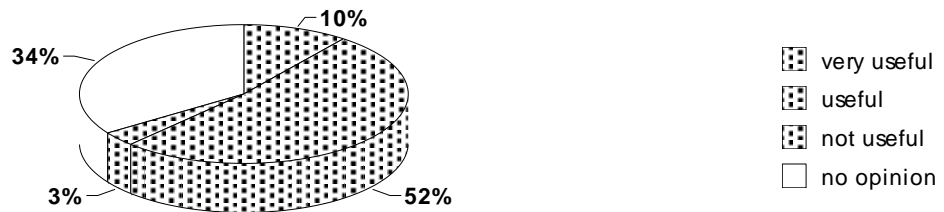
- sehr nützlich
- nützlich
- nicht nützlich
- keine Meinung

## Tool-Tutorials: GOA-Workbench

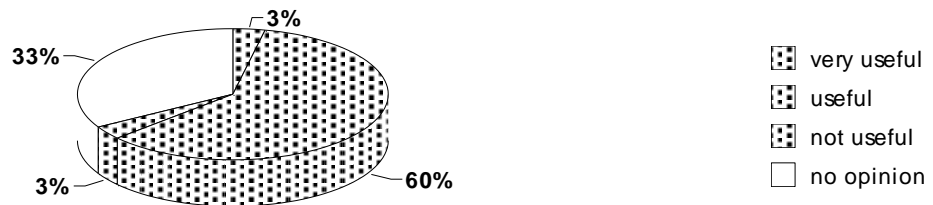


- very useful
- useful
- not useful
- no opinion

## SAETO Tutorials: Methodology



## SAETO Basics Tutorial



## Which objectives and results have you achieved by using SAETO?

- *Verstärkte und verbesserte Kommunikation, gemeinsame Sichtweisen, Motivation für QM*
- *Erkennen von Stärken und Schwächen, Einleitung von 3 Verbesserungsmaßnahmen und C2E, mehr Transparenz, Klärung von Begriffen, gemeinsame und Klärung v. Sichtweisen*
- *Erkennen von Stärken und Schwächen, Einleitung von 3 Verbesserungsmaßnahmen und C2E, mehr Transparenz, Klärung von Begriffen, gemeinsame und Klärung v. Sichtweisen*
- *Ziel: Prüfung der Möglichkeiten des Einsatzes des EFQM-Modells für TQM*

### *Ergebnisse:*

- 1. mehr Klarheit über 'blinde Flecken' der Uni Ulm bzgl. EFQM-Bewertung*
- 2. Konzept für die weitere Vorgehensweise*

- *Strukturierte Dokumentation*  
*Zusammenführung von Einzelbewertungen*

- Überblick zu Stärken und Schwächen der Abteilung - wie sie auf der Grundlage der Fragen in Easy Assessment bestimmt werden konnten
- Noch keine. Wir haben ja erst mit dem Tool angefangen zu arbeiten.
- Das wichtigste Ergebnis des SAETO Einsatzes ist die intensive Beschäftigung mit der Qualitätssicherung. Auch andere MitarbeiterInnen haben sich mit dem Thema beschäftigt, wodurch einige Abläufe bzw. Forderungen des QM wiederum verständlicher wurden.
- Man hat Fragen gestellt (und dadurch Bereiche angeschaut), die man bis dato nur unsystematisch aufgegriffen hat
- Increasing of the Quality management systems knowledge, first changes to the quality excellence, starting with quality system implementation.
- brauchbare Grundlagen für die Implementierung des Selfassessment-Ansatzes; Fundierung der EQFM-Philosophie und -Grundlagen
- C2E angemeldet
- Transparenz zum Stand der Organisation - aus der Sicht mehrerer Mitarbeiter/Führungskräfte
- Einfache Einführung Self Assessment für eine Organisationseinheit und das Projektteam
- strukturierte Methode zur Selbstbewertung im Bewertungsteam EFQM-Kenntnisse vertieft
- Commitment to Excellence gemäss EFQM (SAQ)
- Einblick in EFQM Modell erhalten
- Predpokladáme zlepšenie v organizácii
- Stärken + Verbesserungsmaßnahmen besser erkennen, Einleiten der 3 Verbesserungen f. C2E
- SAETO bring us the starting point to the quality system implementation. There were not any activities with the quality system and quality specification in the education area.
- - recognize strenghts and weaknesses of the organisation - opportunity for productivity increasese
- recognise the employee´s view of the activities at the organisation
- first mapping of the employee´s satisfaction
  
- - Time saving.
- Increase people participation
- - Less time in self-assessment process
- - Better knowledge about EFQM
- - More easy development of self-assessment
- More clarify process and questions
- - Better communication and participation.
- Less time analysing the results of the self-assessment
- - Less time in self-assessment.
- More people participation



- - *Time saving in self-assessment*
  
- *Die Mitarbeiter sind mit dem QQS System sehr zufrieden. Die Befragung funktioniert sehr schnell.*
- *eine Umfrage durchgeführt - Erfahrungen mit dem Tool gesammelt - Tauglichkeit geprüft - Einsatz für eine Schülerbefragung geprüft - Ziel: mit der Umfrage haben wir eine Standortbestimmung über das vor einem Jahr eingeführte QMS erhalten*
- *Transparenz, Bestätigung von vermuteten Stärken und Schwächen*
- *Möglichkeit Befragungen mit einem einheitlichen Tool intern durchzuführen*
- *systematisches, gut strukturiertes Vorgehen*
  
- *Nachvollziehbare Dokumentation eines Gruppen-Workshops, einzelne und gemeinsame Bewertung.*
- *Vorrangige Intention war, die theoretischen EFQM Kenntnisse in der Praxis anhand eines kleinen Pilotprojektes zu testen. Diese Erfahrung konnte vollinhaltlich umgesetzt werden und auch ein näheres Verständnis für die dem EFQM Konzept hinterlegte Logik gewonnen werden.*
- *Beginn einer Systematisierung von BusinessExcellence*
- *Mit diesem Tool haben wir die Möglichkeit mit vergleichsweise geringem Zeitaufwand eine umfassende Befragung und Auswertung durchzuführen. Die Energie kann so ganz auf die Planung und Durchführung von Verbesserungsmaßnahmen konzentriert werden.*
- *Befragung via Internet*
- *- Vergleich und Überprüfung unserer bereits eingesetzten Tools*
- *- Vergleich und Überprüfung unseres Q-Management Systems Q2E und ISO mit EFQM*
- *Vereinheitlichung/Standardisierung bei der Durchführung von Assessments in unserer Organisation*
- *Auseinandersetzung mit Strukturen der Organisation. Blinde Flecken aufgespürt.*
- *Ziel war es das Management und die Kolleginnen und Kollegen im Feldtest über die Sinnhaftigkeit einer systematischen Selbstbewertung anhand des EFQM-Modelles in Kombination mit der GOA-WorkBench zu überzeugen! Dies gelang und es wird bereits an der Planung des Projektes zur vollständigen und systematischen Bewertung mit der GOA-WorkBench im Jahr 2011 gearbeitet;*
- *Effiziente Form der Einrichtungsanalyse*
- *erstes Stimmungsbild der Führungskräfte*
- *Too early to see results, but participants began immediately discussing changes we can make as a result of undertaking the survey and have also started to look more widely at whole organisation issues.*
- *Reconsideration of organisation of work in our institution.*
- *faster implementation of self assessment inclusion of a wider range of people transparent formulation of measures to improve*

- *improve ranking comparison of progress between individual self-assessment*
- *understanding of EFQM usage within the organisation*
- *Saeto maked transparant on wich parts of the EFQM model we have to develop!*
- *It provided us with a snapshot of the current implementation of quality within our organisation. It identified areas for improvement. It has provided us with a baseline from which we can measure improvements as we adopt new processes.*
- *too early to say about this*
- *Introducing a quality assurance process where there was none before*
- *An opportunity to take a good long look at the way we have been doing things over the past few years and considering where change is needed as climate is also forcing us to change*
- *Other than reflecting on practice, very little*
- *Not sure. It will take some time to ascertain what the results of such an analysis will show*
- *We have started our way towards excellence, we have gathered information about our areas for improvment as well as our strong points. We have understood the need of continuous improvement process.*
- *We have gathered information about our weak and strong points while using well known method in Europe. Besides, while using Balanced-Q Card we have made an improvement plan for current study year, so that at the end of it there could be made another self-assessment and changes can be assessed.*
- *We have improved our process and every-day work quality*
- *WE have come to conclusion that productive and effective self-assessment can be if different departments and levels of staff are being involved, even from technical administration, for example. We have gathered information about our strengths and weaknesses and we have started our improvement process.*
- *SAETO tool has allowed us to gather the information about our areas of improvement, as well as it has allowed to look at ourselves from a different spectrum, as on daily basis to the questions which were in the self-assessment we mainly had never thought about.*
- *We have begun the self-assessment process, as we are still very new institution*
- *There is too short time for us to change anything. We are still working on it. We set up aims and now will try to fulfill it.*
- *We have now better structured way of carrying out self assessment, as well as more employees are involved in improvement process.*
- *We have improved our process and every-day work quality*
- *In our company we are using now table for suggestions and improvements, the quidelines for public events organizing were prepaired and will be followed.*
- *We have been able to better determine areas for improvements efficiently. Since tools provide platforms to collect improvement suggestions from very large number of participants and compile, analyze and report the results in a systematic manner.*

- *Quality improvement suggestions has been collected systematically*
- *we have been to better determine areas for improvements more efficiently. Because tools provide platforms to collect improvements suggestions from very large number of faculty members and compile, analzse and report it.*
- *Reporting quality improvemnets systematically and efficiently*
- *analyzing and reporting quality improvement suggestions in comparable and systematic way.*
- *Collecting, analyzing and reporting quality improvement suggestions*
- *Collecting, analysing and reporting qulaity managemnet and implemantation suggesstion systematically*
- *Collecting, analyzing and reporting quality improvemnet suggestions.*

### **What has been improved as compared to before?**

- *Dokumentation von Abläufen, QM-Bewusstsein der MitarbeiterInnen gestärkt*
- *3 Verbesserungsmaßnahmen eingeleitet u. tlw. umgesetzt, Wirkungen werden sich tlw. erst 2007/2008 einstellen*
- *Dokumentation der Selbstbewertung in elektronischer und strukturierter Form, Möglichkeit, Verbesserungspotenziale, Zeitersparnis, Einheitliches Vorgehen wird gefördert*
- *Zeitaufwand*
- *Es wurden einige Prozesse und Abläufe in diskutiert. Der intensive Fragebogen hat auch neue Erkenntnisse und Probleme zum Hervorschein gebracht, die der Organisation gar nicht bewusst waren.*
- *unkompliziertes Reporting  
online-Tool als einfaches Mittel*
- *The first changes realization, which we did not see without quality system implementation.*
- *Datengestützte Evaluationen, Vereinheitlichung der Evaluationen, Reduktion derselben auf das Minimum, aussagekräftige Informationen für die weitere TQM-Entwicklung*
- *Bei der BSC kann nicht mehr beschissen werden wie bis anhin*
- *schwierig zu beantworten, weil ich die ganze Entwicklung miterlebt habe*
- *MA werden stärker einbezogen (haben auch stärker das Gefühl, einbezogen zu sein)*
- *Verbesserte Abläufe und eine aussagenkräftigere BSC*
- *Nevýrazné.*
- *einfachere Selbstbewertung; 3 Verbesserungsmaßnahmen sind in Arbeit, tlw. umgesetzt (interne Kommunikation, Personalentwicklung)*
- *In the knowledge: what quality in education means, have can be measure and how can help the SAETO solution to the quality improvement.*

- - *better delegation of the powers*
- *system of employee appraisal*
- *preparation of the strategy plan of the institution*
- - *Time saving.*
- *Increase people participation*
- - *Better communication with all participants in self-assessment*
- - *Less time in self-assessment results exploitation*
- - *Better understand of EFQM Model*
- - *Better information.*
- - *Time saving*
- - *We need less time in self-assessment, and*
- *The information is very useful*
- *daran arbeiten wir noch.*
  
- *keine Verbesserung, da wir die ersten Erfahrungen mit dem Tool gemacht haben; die Erarbeitung und Auswertung waren mit großem Aufwand verbunden; Praxisnutzen ist noch nicht klar ersichtlich*
- *Mehr Aufmerksamkeit auf Mitarbeiterführung*
- *Selbständigkeit*
- *bessere Übersicht benutzerfreundliche Umfragebogen*
- *Erstmaliger Einsatz; verbessertes Verständnis von EFQM.*
- *Erkenntniszuwachs war auf jeden Fall gegeben.*
- *Ernste Auseinandersetzung mit dem Thema Business Excellence in der gesamten Organisation*
- *Umfassende Ergebnisse in allen relevanten Bereichen, Deutliche Zeitersparnis gegenüber früher angewendeten Methoden (selbstentwickelter Papierfragebogen,...)*
- *früher regelmäßig neue Befragungs-Software, jetzt hoffentlich nicht mehr*
- *Verbesserung unseres bereits eingesetzten Tools mit Balanced Q-Card*
- *keine*
- *elektronische Auswertung der Ergebnisse nach durchgeführten Assessments liegen sofort vor*
- *Einfachere Handhabung über die GOA-WorkBench; Zentrale Dokumentation; schnelleres Reporting; wenngleich es noch viel Verbesserungspotential gibt;*
- *Klarheit in der Struktur, Eindeutigkeit der Ergebnisse*
- *Clear basis on which to develop and refine self assessment in our organisation. Process to use and software to help implement this. Has led almost immediately to improvements and changes.*
- *Results are still to be seen, we have decided to regularly monitor our organisation and our performance according to the questionnaire.*

- *improved approach to the implementation of self assesment*
  
- *we are already using the Prose quality system*
- *The analyses*
- *First time*
- *too early to say about this*
- *Too soon to say*
- *Not applicable at this time of writing*
- *Nothing yet, however can see how it will improve systems and processes*
- *High level thinking.*
- *We are just in the beginning of the excellence way*
- *Before we used to do self-assessment for specific areas, departments or topics, but now with a help of SAETO tools we have received very complex and total approach how to do the self-assessment where you have to give evidences of what has been done and suggestions for even better results. In addition, we have made an improvement plan with a help of GOA software.*
- *We have improved our course management, as now more we are basing the courses on facts. We had a great opportunity to analyze our strengths and areas of improvement and to set goals for continuous improvement process.*
- *We have much clearer view what are our strenghts and areas for improvement so we have found our way towards development and excellence.*
- *There is much clearer self-assessment procedure and much more employees and stakeholders are involved in our institutions development*
- *Almost impossible to tell about some improvement especially because as a new institution there are almost no data from past to which new data could be compared. But the self-assessment was a great source for new ideas and inspiration how to build up the institution from the very beginning.*
- *We are working like a team.*
- *We have now better structured way of carrying out self assessment, as well as more employees are involved in improvement process.*
- *We have improved our course management, as now more we are basing the courses on facts. We had a great opportunity to analyze our strengths and areas of improvement and to set goals for continuous improvement process.*
- *Organisation of events improved and also the employees have better possibility to express their opinion and get a visible apreciation (on table of suggestions).*
- *Communication of various results, both training and administrative, with relevants parties. Especially graphical presentations and scoring helped to us to convey messages easily.*
- *communicating EFQM implementation and sharing qualtiy improvement results with all staffs*

- *Graphical and systematic reporting of quality works helped us better explain results and getting commitments from staff members*
- *Communication and explaining quality departments works has been improved.*
- *Reporting systematic and visual presentation of result in a understandable way*
- *analyzing and reporting capabilities has been improved.*
- *systematic approach to reporting capabilities and generating action plan for quality improvements*
- *complete reporting*

### **What was of particular usefulness to you?**

- *Gemeinsame Basis für weitere Schritte geschaffen*
- *einfache und schnelle Selbstbewertung u. Priorisierung v. Verbesserungsideen*
- *einfache und schnelle Selbstbewertung*
- *Prüfung der Einsatzmöglichkeiten von TQM-Verfahren und TQM-Software an der Universität*
- *Beteiligung vieler paralleler Bewerter an Selbstbewertungsprozess*
- *Handlungsfelder wurden klarer*
- *Effizientes Arbeiten. Keine eigenen Diagramme erstellen zu müssen.*
- *Die Anwendung und das Kennenlernen einer Befragung mittels eines eigenem Programms. Das Kennenlernen vielfältigen Möglichkeiten des Programms*
- *Strukturiertes Fragen und dabei die Berücksichtigung der EFQM-Bereiche*
- *Implementation would have been realized through the professional quality people.*
- *Auswertungsmöglichkeiten, Kooperation*
- *Einfache Anwendung, einfache Auswertung und Reports*
- *Methode zur Selbstbewertung konnte ohne großen Aufwand implementiert werden*
- *V zapojení celej organizácie*
- *Schnelligkeit und Einfachheit der Selbstbewertung, schnelle Auswertung*
- *To understand what is EFQM and how can help us to reach the better quality when self assessment and system quality implementation bring us additional work.*
- *in the list of the systematic questions go through all processes at the organisation*
- *Easy assessment- Basis*
- *- Questions*
- *der raschen und anonymen Art.*
- *siehe oben*
- *Gutes Bild mit vernünftigem Aufwand bekommen*
- *Know How bleibt im Betrieb Start zum Aufbau eines Benchmark-Netzes*

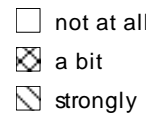
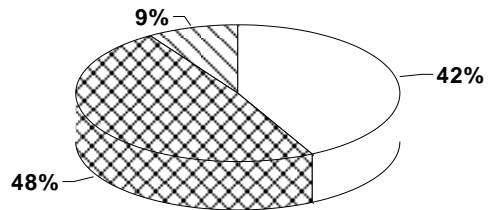
- *sehr gute Unterstützung bei der Auswertung der Umfrage*
- *Besonders nützlich war der erste praxisbezogene Einsatz der EFQM Kenntnisse an einer Einrichtung der Universität.*
- *Dass man ein vorgefertigter Fragebogen und die Möglichkeit der technischen Auswertung erhält*
- *Befragung via Internet praktisch*
- *keiner*
- *kein 'Umweg' mehr über eine Papierversion*
- *Ziel war es das Management und die Kolleginnen und Kollegen im Feldtest über die Sinnhaftigkeit einer systematischen Selbstbewertung anhand des EFQM-Modelles in Kombination mit der GOA-WorkBench zu überzeugen! Dies gelang und es wird bereits an der Planung des Projektes zur vollständigen und systematischen Bewertung mit der GOA-WorkBench im Jahr 2011 gearbeitet;*
- *EDV-Unterstützung und Vergleichbarkeit*
  
- *viele Hinweise auf Verbesserungspotenziale*
- *Starting the discussion internally. Taking a group of staff through the training and having a shared focus and process. (Too early to see results or comment on scope of results etc as we need time to implement improvement actions!)*
- *The whole tool is interesting as the questions inspire new ideas. We cannot choose a particular set of questions as most useful, they are useful as a whole.*
- *independently working individuals and integration of individual ratings in an overall assessment*
  
- *the EFQM framework itself offers a full quality range from in to output*
- *That i have results to go to the board to show them the urgency*
- *Bringing our Executive Board together to discuss the implications of the assessment and to jointly agree an action plan for implementation.*
- *time to stop and think about what we are doing*
- *The opportunity to sit back and reflect upon our services*
- *The questions, though difficult to understand, made me stop and think*
- *Hard to say at the moment*
- *Asked questions that I would never have considered.*
- *The devision of questions in criterions which allowed to look at ourselves from a different side, so that we could understand more how to improve our daily processes and resources*
- *The possibility of automatic report generation as well as seperately gather evidences, suggestions for improvement, and of course the Balance Q card given opportunities are very valuable for us!*
- *We saw extremely valuable the opportunity to self-assess any area in our organization, that there are not set limits - for management or for income, for examples.*

- *Possibility to use EFQM model and previous background knowledge about it practically.*
- *The structured and very complete way of self-assessment and the possibility to generate the reports. Of course, human input was needed, but the automatic reporting is very good advantage.*
- *The structured way of how to carry out the self-assessment and that it was taking into account all the possible areas.*
- *It was a great possibility to go through all the criteria and it was very needed to get a holistic picture of our organization.*
- *The possibility to work as a team and to assess ourselves from a wider scope*
- *We saw extremely valuable the opportunity to self-assess any area in our organization, that there are not set limits - for management or for income, for examples.*
- *Very useful was, that we could sit together and do a comprehensive self assessment - everything was done together.*
- *The most important contribution of the SAETO tools (GOA) to collect the ideas of employees and being able to analyze and report the results.*
- *systematic approach to quality management and its implementations*
- *Systematic way of collecting improvement suggestions*
- *Evaluation and reporting of quality management ideas*
- *quality of reporting and time saving*
- *Systematic approach to quality management system*
- *time saving structure of the tools*
- *systematic and comparable analysis of the results, its traceability, how well are we going toward quality objectives*

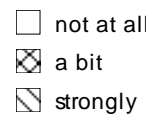
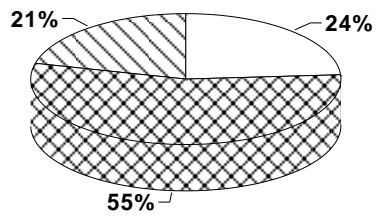


## Does GOA also optimise

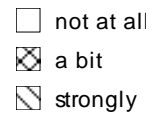
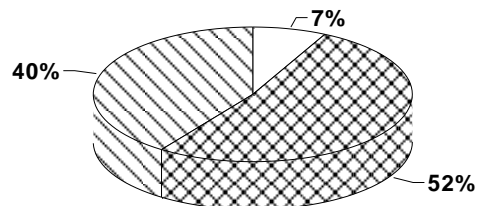
### Costs?



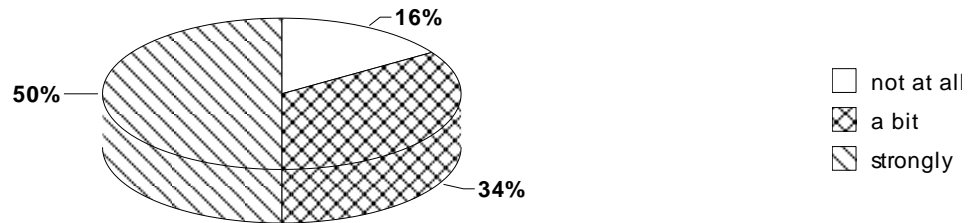
### Resources used?



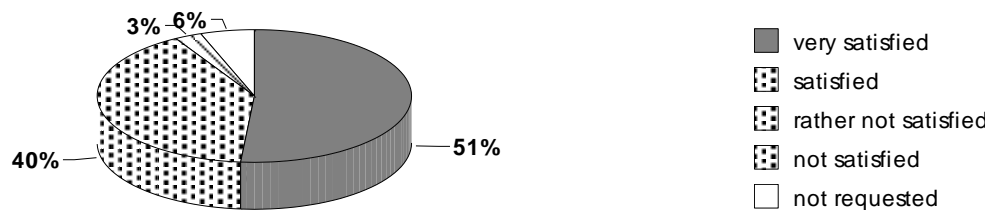
### Scope of results?



## Quality of reporting?



## How satisfied were you with the support received by the SAETO partner?



## Which further IT modules, tutorials or support (advice) would you like to get in the future?

- *Einfachere Tutorial zur Erklärung von EFQM für MitarbeiterInnen (besonders Stockpersonal, Service)*
- *- Verbesserung der Dokumentation zur Workbench*  
*- einen Online-Berater, der Tipps zur Anwendung gibt*
- *Noch genauere, ausführlichere Infos / Beratung zum optimalen Einsatz der verschiedenen Module für die eigene Institution.*
  
- *MM tutorial is satisfactory.*
- *Limsophy, sicherlich ein Records Management System*
- *Vorerst keine*
- *Verbesserung der Report-Vorlage und Ergänzung durch einfache statistische Auswertungen (again!)*  
*Übertragbarkeit der Lizenz auf andere Workstations*

- *derzeit keine*
- *Zatia&#318; ide o dostato&#269;ný rozsah modulov.*
- *We have ordered the 'middle' version SAETO CIP WorkBench and we hope it will be sufficient for us.*
- *GOA 360° Management Feedback Education and GOA People Inquiry Education*
- *- Process management*
- *- Process management modules or tools*
- *Kursteilnehmerevaluierung*
- *noch nicht absehbar*
- *Keine*
- *berufsschulspezifischere Fragen bei Kundenbefragung (Betriebsbefragung) im Hinblick auf die Ausbildungsbetriebe*
- *Unterstützung bei der Selbstbeschreibung*
- *keine*
- *Ordentliches Handbuch zur GOA-WorkBench!  
Netzwerk gründen zur stetigen Verbesserung und zum Austausch sowohl für die Anwender als auch für den Hersteller der Software!*
- *Projektmanagement*
- *interviews for the research activities*
- *Nothing specific*
- *we get our IT in-house*
- *All out IT is delivered in-house*
- *We get all of our additional IT modules in-house or from preferred providers*
- *Not sure*
- *Any - that would support the function.*
- *We are opened for new challenges and offers*
- *Difficult to answer at the moment.*
- *We would like to use the updated GOA Software after the changes are implemented from pilot testing feedbacks.*
- *At the moment we will keep using the same software, maybe to see the Balanced Q Card possibilities would be very interesting also for us. For the advice what would be need we will definitely contact the local partner.*
- *There are needed more human resources in order to continue the self-assessment procedures and improvement process, so at the moment we will stay with the Basic version, but the time will show.*
- *Online support during the self assessment would be very useful, as well as some online tutorials of GOA - easy step by step navigation.*

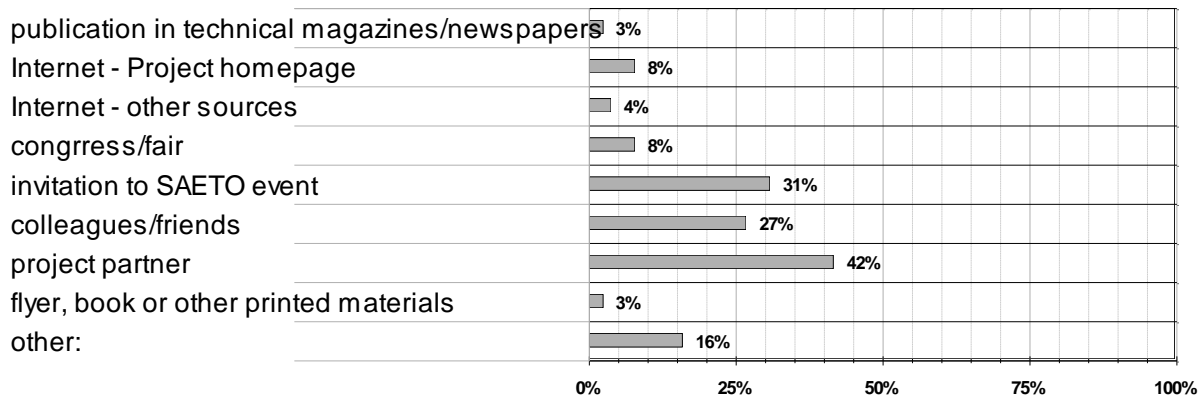
- *We would like to get video presentation of modules and on guidance on problem solving in implementation of surveys and generating reports.*
- *visual guidelines for tools implementation*
- *visual implementation guideles*
- *training materials, especially visual ones*
- *guidance on implementation*
- *support materials on implementation of modules.*
- *tutorials and gudience on implementations. Information on features of new verions*

**Open to your comments - just in case we have forgotten to ask for something you consider relevant ...**

- *Komplexität der Fragestellungen für manche MitarbeiterIn zu groß*
- *3-teilige Skalen in DIESEM Fragebogen sind ungünstig --> 4- oder 6-teilig wäre besser. Methodentutorial: man kann komplexe Themen wie Prozessmanagement, Strategie, BSC etc. in nicht 2-3 Folien abwickeln!!  
Beim Teamassessment wäre ein Kurzreport für eine Übersicht günstig, oder eine Auswertung NUR EINZELNER Fragen (Report ist sonst zu umfangreich)*
- *Die Formulierungen der Fragen treffen für die Belange einer Bibliothek nicht ganz zu. In den Fragen sind viele Hauptwörter zu finden - eine Umformulierung der Fragen könnte das Verständnis ggf. erhöhen.  
In Easy Assessment Education (Team Version) sollte die Struktur des EFMQ-Modells integriert werden. Zudem würde eine Nummerierung der Fragen (oder zumindest der EFQM-Kriterien) das Verständnis erhöhen - der Bewertende würde sehen, wo er sich gerade 'im System befindet.*
- *We thank to SAETO team for the possibility to participate as the field test user and to obtain the information about quality improvement in the education by way of EFQM.*
- *- der zeitliche Aufwand zur Erstellung eines Fragebogens ist enorm hoch;  
- Änderungen sind nicht sofort ersichtlich (Interview muss verteilt werden);  
- Fehler im Fragebogen sind erst in der Auswertung ersichtlich;  
- Formate können nicht übertragen werden;  
- keine Rechtschreibhilfe vorhanden;*
- *1. Als Anwender sollte man nicht nur die Fragen selbst, sondern deren Erläuterungen ändern können  
2. Die Technik ist nicht Mac-tauglich. Wenn ein Mac-User den Fragebogen ausfüllt fehlt z.B. der Versenden-Button am Ende  
3. Programm läuft beim Einlesen von E-Mails gar nicht stabil. Beim nachträglichen Einspielen einer Mail stürzte das Programm ab, wobei die Daten der E-Mail gelöscht wurden.*
- *Die Oberfläche des Programms könnte etwas ansprechender gestaltet werden...*
- *It's too early to tell results from using and implementing self assessment - but immediate changes were suggested by staff after they participated in the training, or group discussion working through software, or the HTML survey.*
- *The quality of grammar clarity of questions in the English version is not up to the standard expected by native English speakers.*

- *the length of the questions was too long and often didn't relate to our training and development network*
- *The questionnaire was very long and it was difficult to follow at times because of the language and the inconsistencies between the questions and the explanatory pop up windows*
- *This was a good exercise but too much to take in across one day*
- *This was a very lengthy and difficult exercise and I lost interest half way through*
- *Some greater understanding how this will develop function as a whole*
- *In our opinion, in future I think it would be very useful if system can report you automatically the compared results from different years.*
- *It is important to adapt questions and comments in the software so it is even more suitable for Educational institutions as at the moment is a high feeling that the questions are more oriented for enterprise needs.*
- *To measure the cost or resource effectiveness during such a short period unfortunately is almost impossible. But we believe the opinion will change after a longer testing period. Thank you!*

## How did you get informed about SAETO?

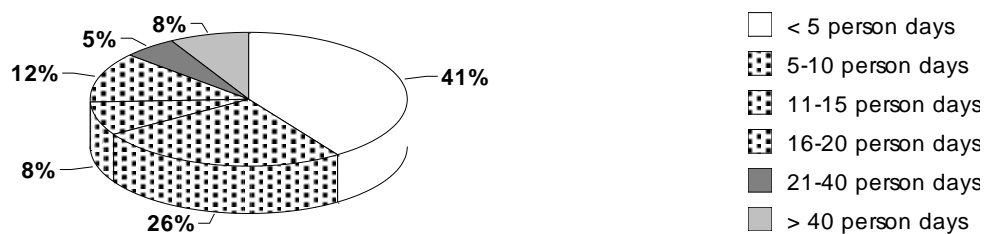


### other:

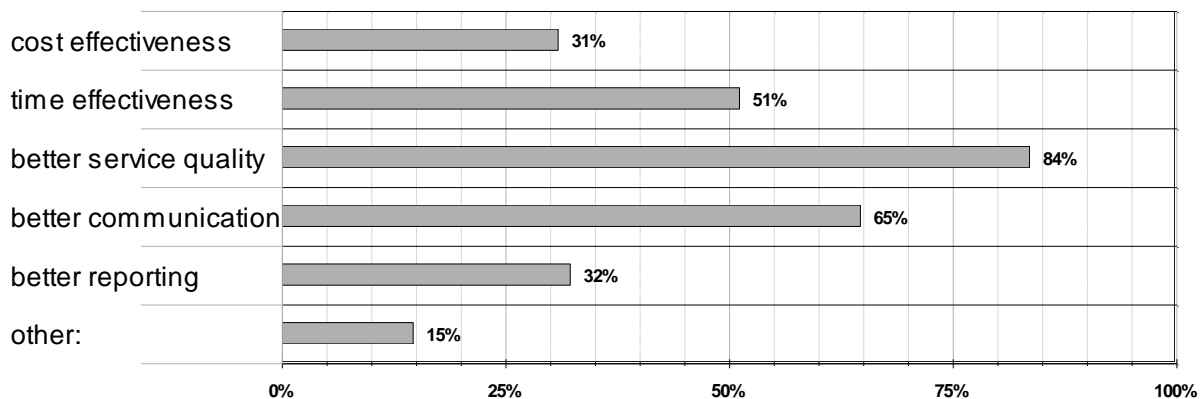
- *Externer Berater*
- *Das wüsste unsere Schulleiterin - leider zur Zeit abwesend*
- *Arbeitsgruppe SKPH*
- *externer Berater*
- *GAIA is Project Partner*
- *Persönlicher Kontakt*
- *Angesprochen von der AIBA*
- *Anfrage erhalten*

- As an ECLO member
- personal invitation from Eurofortis SIA to take part in piloting activities
- in Eurofortis organized seminar
- We received an invitation from RISEBA as we are Vocational school of RISEBA
- invitation from TI-SAETO local partner in Latvia

### How many internal resources have you deployed for implementing the SAETO field testing?



### Which were the aims of using SAETO?



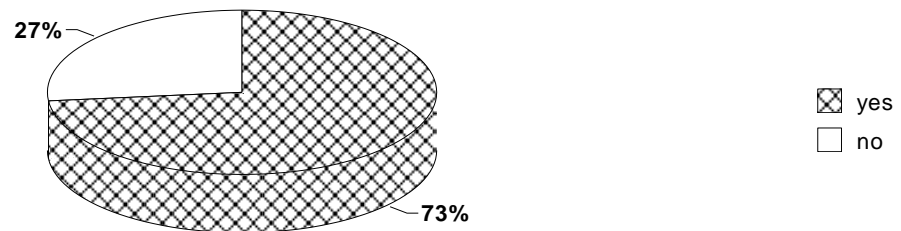
#### other:

- C2E, Aufbau QM
- Organisationsverbesserungen jeglicher Art
- C2E
- u.a. Unterrichtsauswertungen - Kursauswertungen
- Projektbearbeitung/Balanced Q-Card
- EFQM-Systematik; Selbst-Evaluation; Umfragen

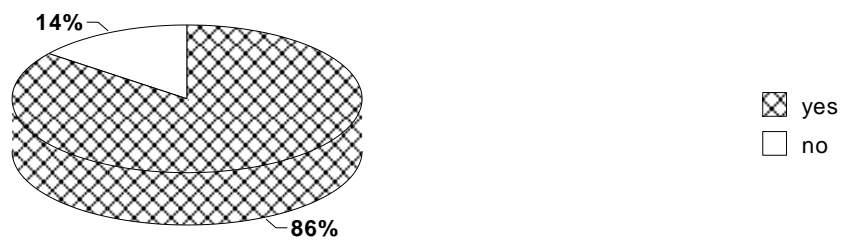
- *Gesamtqualitätslevel als Indikator für die Weiterentwicklung!*
- *a need for methodology of carrying out self-assessment*
- *new challenges*
- *new challenges and for us new way of self-assessment*

## Did you need training or coaching for implementing SAETO?

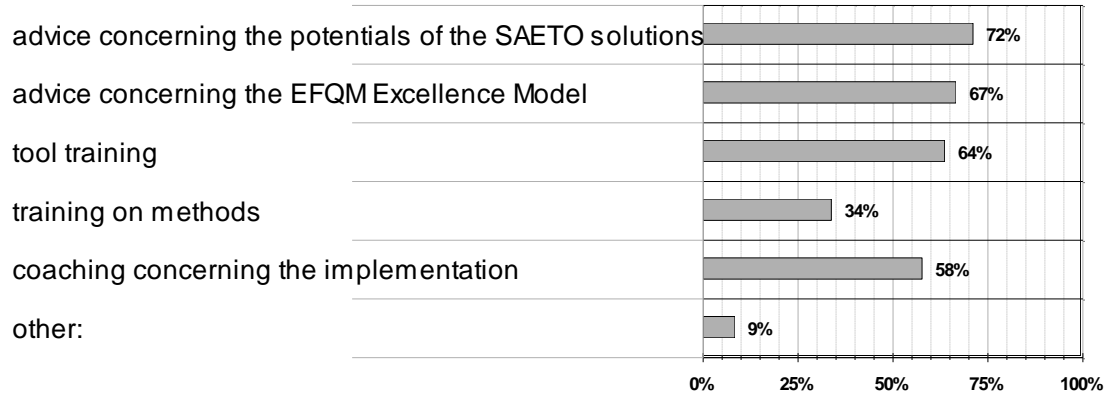
### Training



### Coaching



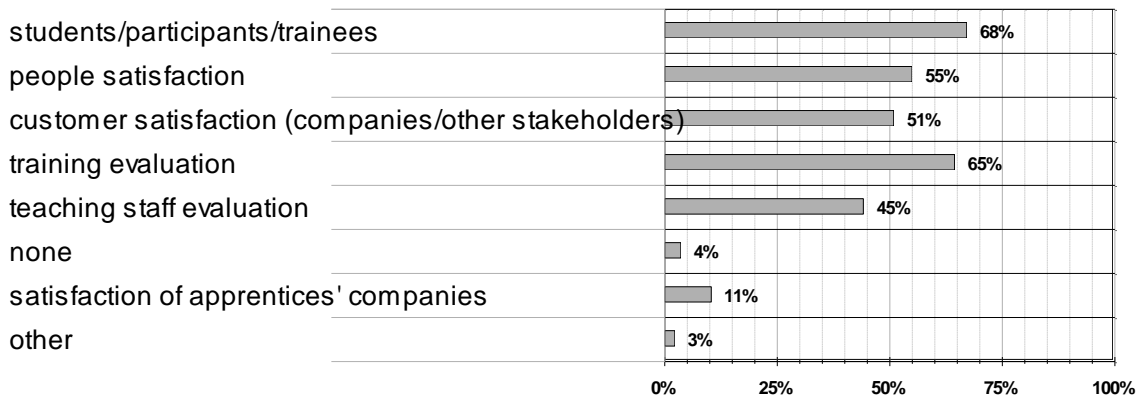
### If so, what was it?



**other:**

- *Einführung in GOA*
- *C2E-Support*
- *C2E Unterstützung*
- *Hilfe bei konkreten Fragen; die schriftlichen Unterlagen sind ungenügend und das Instrument zu wenig praxisnah!!*
- *what are the possibilities for quality awards in Latvia*

**Which surveys does your institution carry out regularly?**

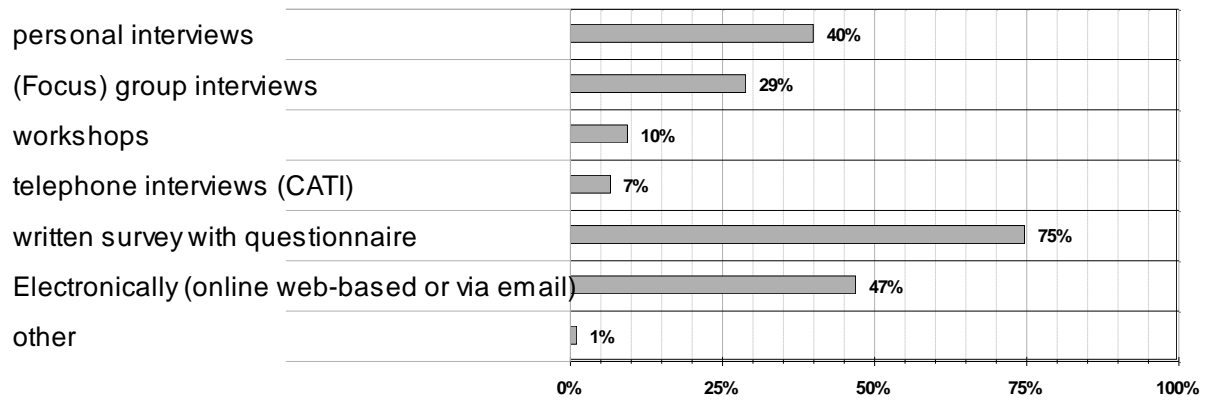


**other**

- *Society*
- *ISO*



## How do you carry out surveys?

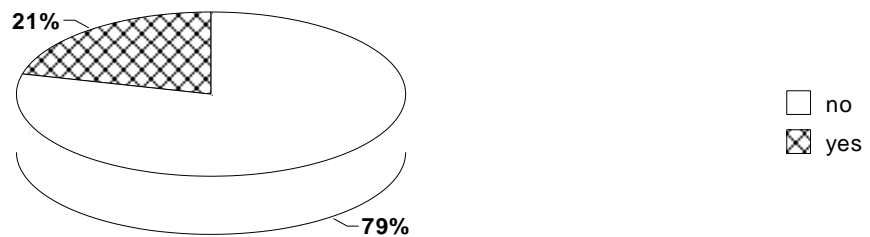


### other

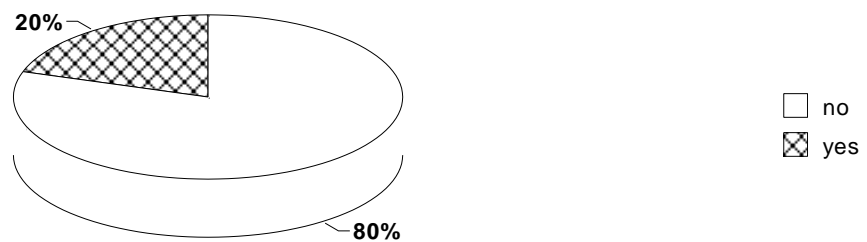
- *bisher noch nicht elektronischen - aus diesem Grund haben wir GOA evaluiert*

**Do you use specific tools (software programmes) tailored for your organisation for implementing surveys?**

**self-designed software solution**



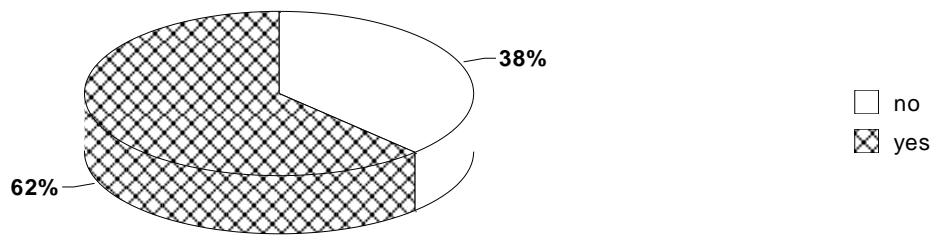
**dedicated survey software**



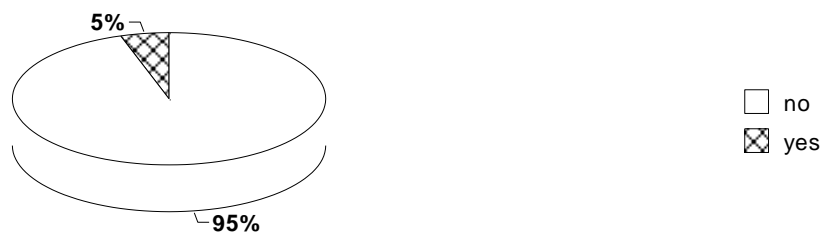
- *EvaSys*
- *Unipark*
- *Modul Evento, Modul Ilias, Webtools und GOA WorkBench natürlich*
- *2ask*
- *jetzt GOA, früher eigene Lösung*
- *KM-System*
- *uccass*
- *LEVIS*
- *Webropool*
- *MS Outlook*
- *MS Outlook*

- *MS outlook*
- *MS Outlook*
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**MS Office tools**



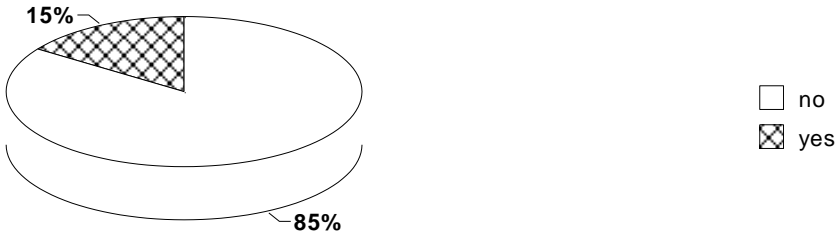
**other**



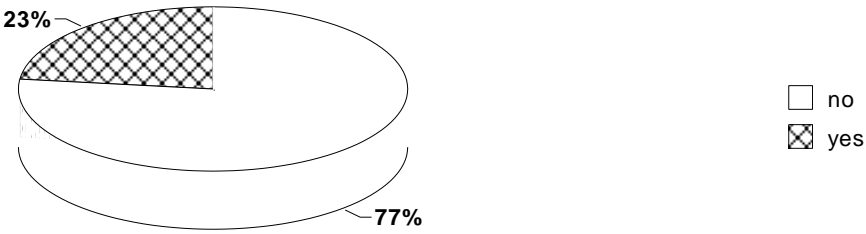
- *vermutlich, entzieht sich meiner Kenntnis*
- *spss*

**Do you use specific tools (software programmes) tailored for your organisation for analysing surveys?**

**self-designed software solution**



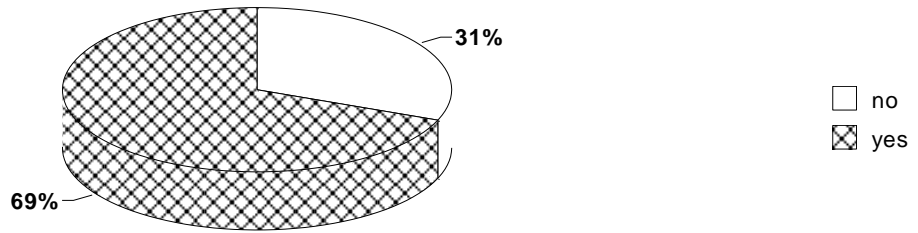
**dedicated survey software**



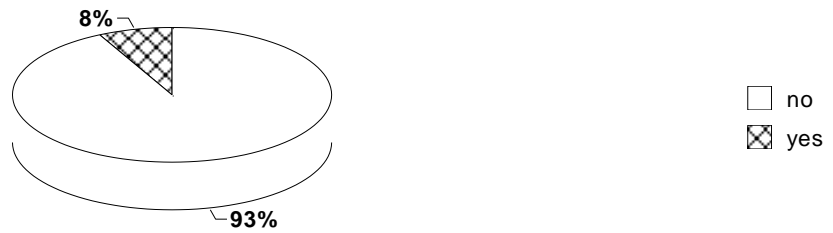
- *EvaSys*
- *Unipark*
- *Grafstat*
- *siehe oben*
- *2ask*
- *jetzt GOA, früher eigene Lösung*
- *KM-System*
- *uccass*
- *LEVIS*
- *Webropool*
- *MS Excel*

- *MS Excel*
- *MS Excel*
- *MS Excel*

**MS Office tools**

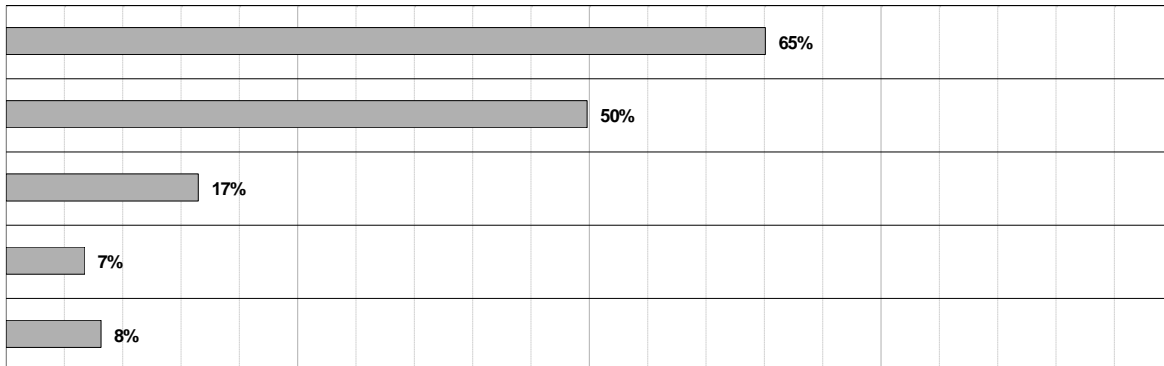


**other**



- *SPSS*
- *spss*
- *spss*

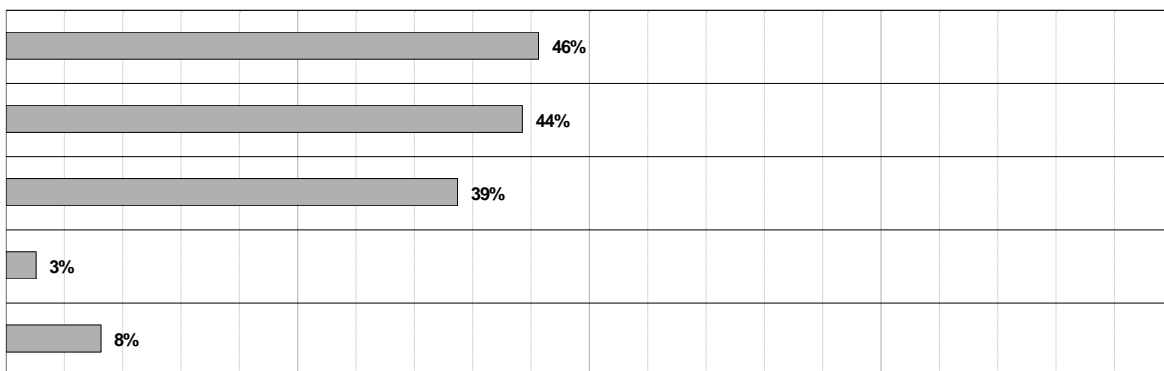
## Who is responsible for the content of such surveys?



### other

- *vice rector*
- *Amt für Studienangelegenheiten*
- *Für MA\_Befragung das Personalamt des Kantons Bern*
- *Qualitätsmanagement bei jeder Befragung; Rektorat und Geschäftsführung je nach Gebiet; Prozessverantwortliche Person(en) für die spezifische Befragung;*
- *the development and training network*
- *methodologist*

## Who is responsible for the implementation of such surveys?

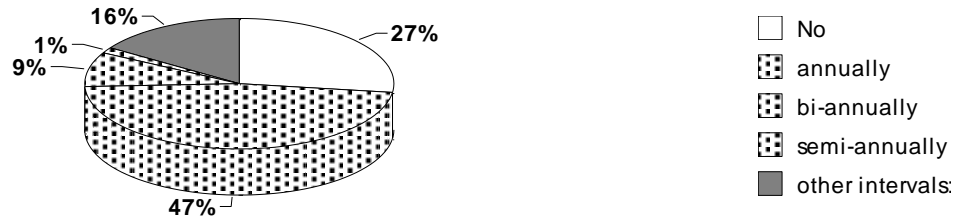


### other

- *ICT department*
- *Amt für Studienangelegenheiten*
- *teilweise jede Lehrperson für sich (Kurzbefragungen)*

- *Prozessverantwortliche Person/Personen;*
- *the development and training network*
- *methodologist*

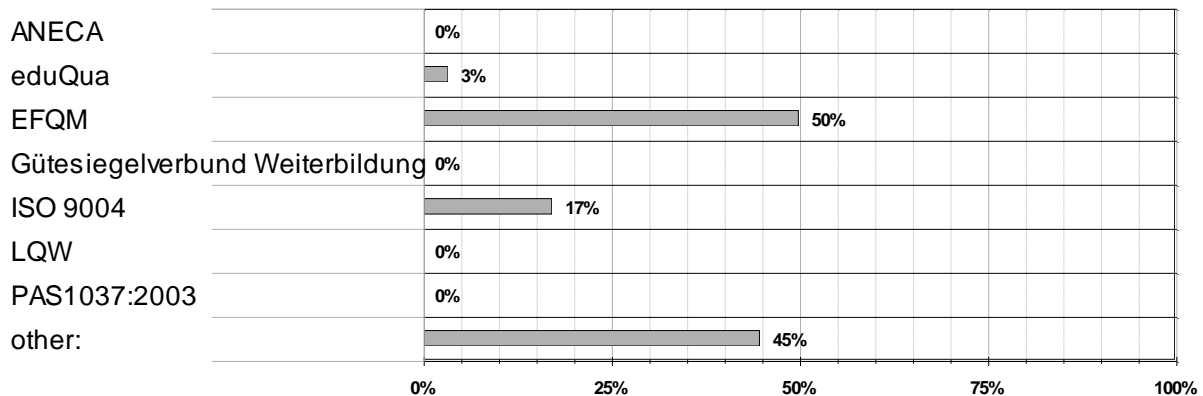
### Do you carry out regular self-assessments in your institution?



#### other intervals:

- *in Planung*
- *in unregelmäßigen Abständen*
- *alle drei Jahre*
- *Bei jedem Kurs*
- *unregelmäßig*
- *accreditation every 5 year*
- *NO regularly*
- *nicht festgelegter Rhythmus*
- *3 Jahre*
- *Use of the SAETO tool has started us using a systematic approach.*
- *twice a year at least*
- *ad hoc*
- *during the accreditation process*

## Which self-assessment model do you use?



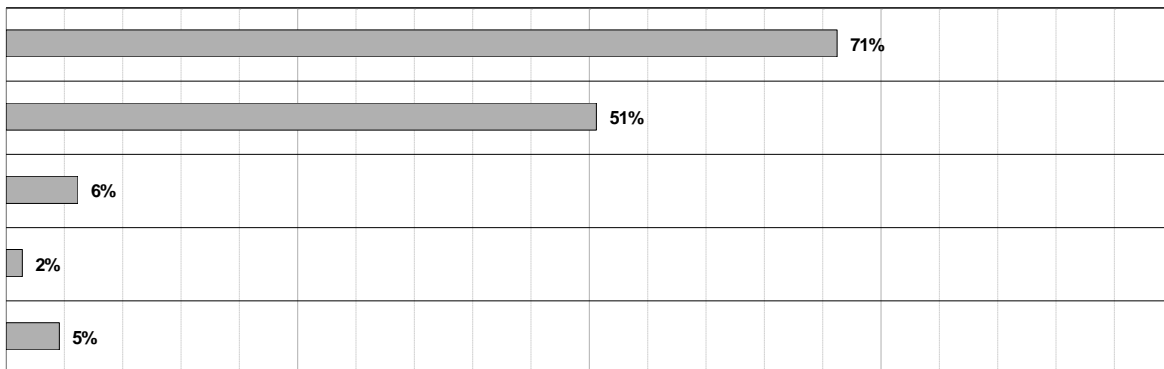
### other:

- CAF
- kann ich nicht beantworten
- Selbstbewertung lt. eigens erstellter Checkliste entsprechend den ISO Anforderungen
- own approach
- accreditation at the Ministry of the Education
- ISO 9001
- Akkreditierungen, Peer Reviews
- für den Unterricht: FQS (ähnlich Q2E)
- Q2E
- keines
- spezifische Bewertungsmodelle von internationalen Agenturen;
- Prose (based on EFQM)
- NHS specific QIPP framework
- according to Ministry of Education provided forms and requests for accreditation forms
- EFMD, CEEMAN
- MS Office based
- Rules issued by The Cabinet of Ministers, e. g. nr. 413, Ministry of Education and Science regulations and standarts
- accreditaion rules and forms requested from the Ministry of Education
- none
- Acreditation forms and rules provided by Ministry of Education of Latvia
- CAF, ISO 9000: 2000, ISO 17025: 2000, ISO 14001, OHSAS 18001



- *MS Office based*
- *National*
- *Guadek (National University quality survey)*
- *YODEK*
- *National (Yuodek)*
- *YODEK*
- *National quality system (GUADEK)*

### Who is responsible for self-assessment in your institution?



### other

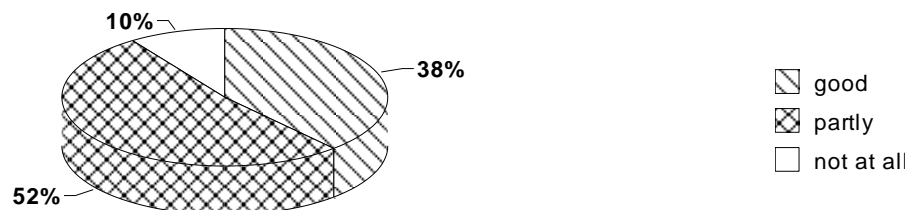
- *leader of departement*
- *Abteilung Qualitätsmanagement mit einem Kernteam in dem die Geschäftsführung und das Rektorat vertreten sind*
- *it would be the development and training network*
- *methodologist*

### Would you like to provide further information on how you tackle problems and solutions with quality management in your institution?

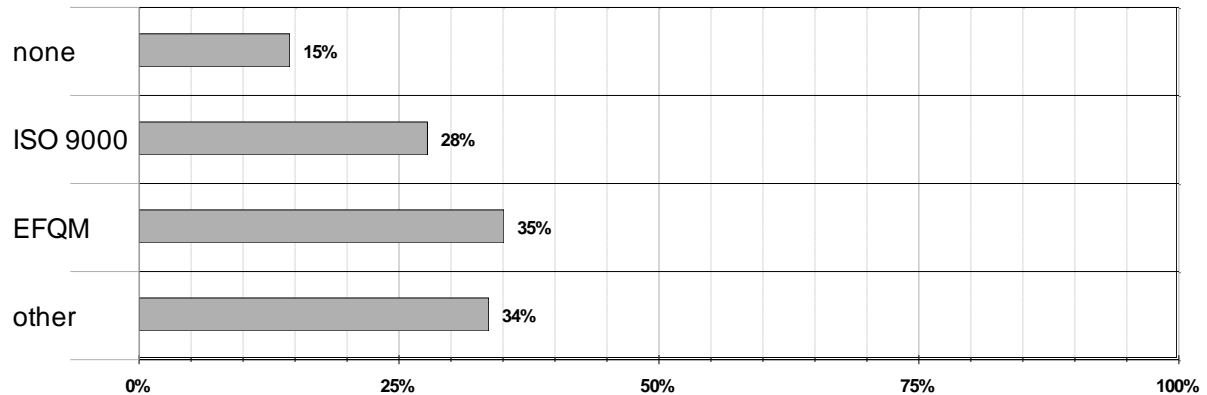
- *regelmäßige Klausuren der MitarbeiterInnen*
- *ich verstehe die Frage nicht*
- *Eine Gruppe von ausgewählten MitarbeiterInnen, die Lösungen von Probleme (vorallem in der Verbesserung Dienstleistungsqualität) erarbeiten. Die Lösungen werden in Dienstbesprechungen diskutiert und vereinbart.*
- *Wir kennen das Lehrerqualifikationssystem LQS, das verbindlich vorgeschrieben ist*
- *Presentation of SAETO field test issues to the department members.*

- *We do not have the quality department or person responsible for the quality assessment till now. This is the task for the next time.*
- *- ISO 9000*
- *- Best practices.*
- *- All people are EFQM assessors.*
- *interne und externe Audits*  
*Verbesserungswesen*
- *Ein funktionierendes, prozessorientiertes Qualitätsmanagementsystem auf Grundlage der internationalen Standards ISO 9001:2008 und ISO 9004:2009;*
- *We are a new institution and this is the first time we have tried out self-assessment tool.*
- *no*
- *We have been very remiss of this in the past*
- *Not at this stage, no*
- *We have only just started to think about quality management as the NHS advises us to use their own system called QIPP*
- *I don't address these issues at present*
- *Taking into account that RTT is annually providing to Ministry of Education their self-assessment data and information regarding previous year, the issues concerning quality management are regularly solved during pedagogical meetings and while preparing forms for accreditation reports. It is mainly the managing staff who is dealing with quality management issues.*
- *At the moment there is lack of human resources so that is causing the related problems*

### How good do you know the EFQM Excellence Model?



### What is the quality management system your institution works with?

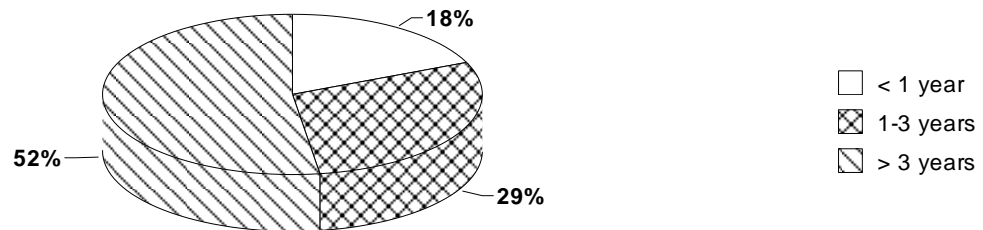


## other

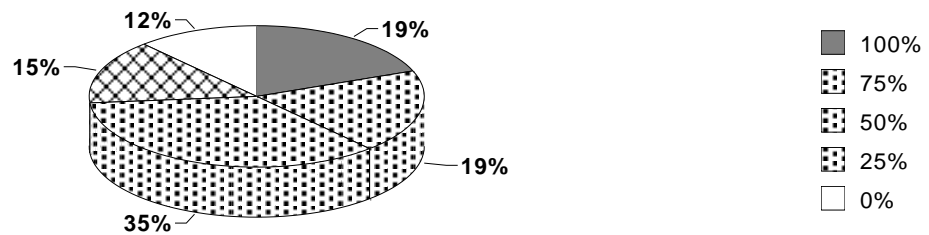
- *EFQM im Aufbau*
- *EFQM sowie Akkreditierungssystem*
- *CAF*
- *Das weiss unsere Schulleiterin - zurzeit abwesend*
- *ISO9001-2000*
- *EFQM kombiniert mit ISO9001+Akkreditierung*
- *Accreditation an Evaluation*
- *system of accreditation fo ETO*
- *FQS*
- *Q2E*
- *AZWV*
- *Prose*
- *NHS specific QM system, called QIPP*
- *QIPP*
- *NHS specific QM system, called QIPP*
- *some parts from ISO 9000*
- *accreditation system requirements according to Ministry of Education and Science*
- *Acreditation rules provided by Ministry of Education of Latvia*
- *CAF, ISO 9000: 2000, ISO 17025: 2000, ISO 14001, OHSAS 18001*
- *accreditation system requirements according to Ministry of Education and Science*
- *Guadek*
- *YODEK*

- Yuodek
- YODEK
- Guadek

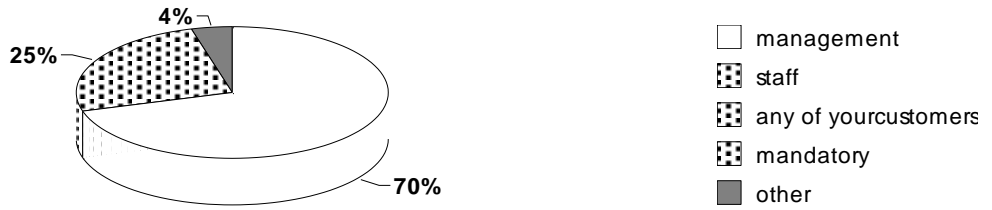
**How long has your institute been working with this quality management system?**



**To which degree is your quality management implemented; how many of your stakeholders and organisation units are covered?**



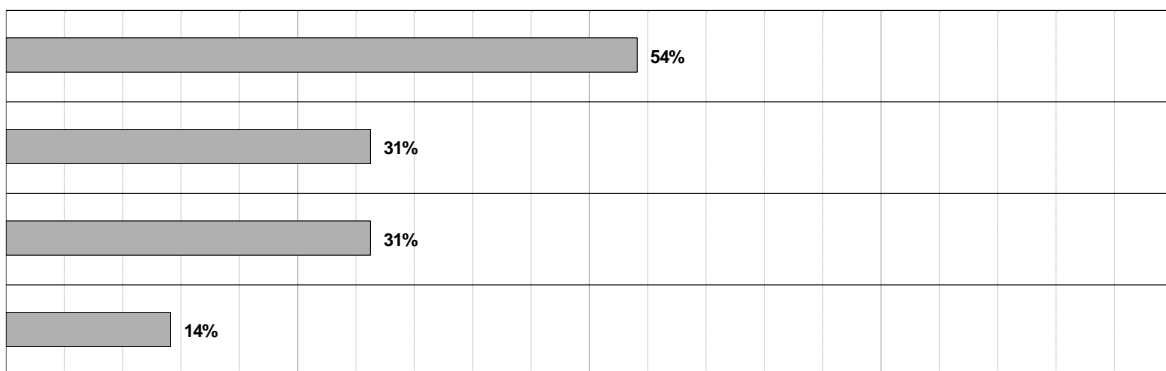
**Who initiated and pushed the implementation of your quality management?**



**other**

- *Leitung, Leiterin Rektoratsstab und Gesetz*
- *mandatory from management side*

**Who is in charge of implementing your quality management?**

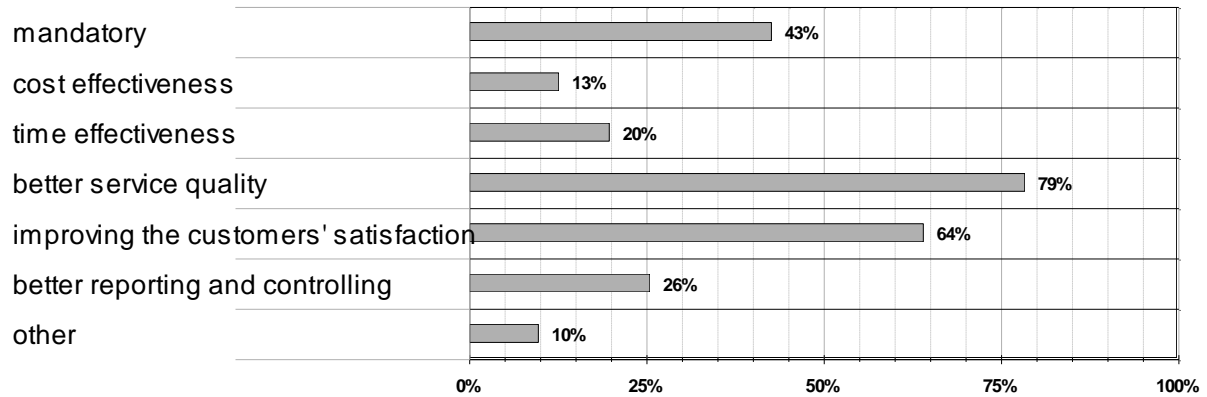


**other**

- *Field test team till now, we think about responsible person or department*
- *General Manager*
- *Everybody*
- *Kernteam*
- *Prozessverantwortliche Personen; alle Mitarbeiter;*
- *external quality manager*
- *development and training network*

- *the person authorized by the highest management - school director*
- *methodologist*
- *it is also employees own responsibility*

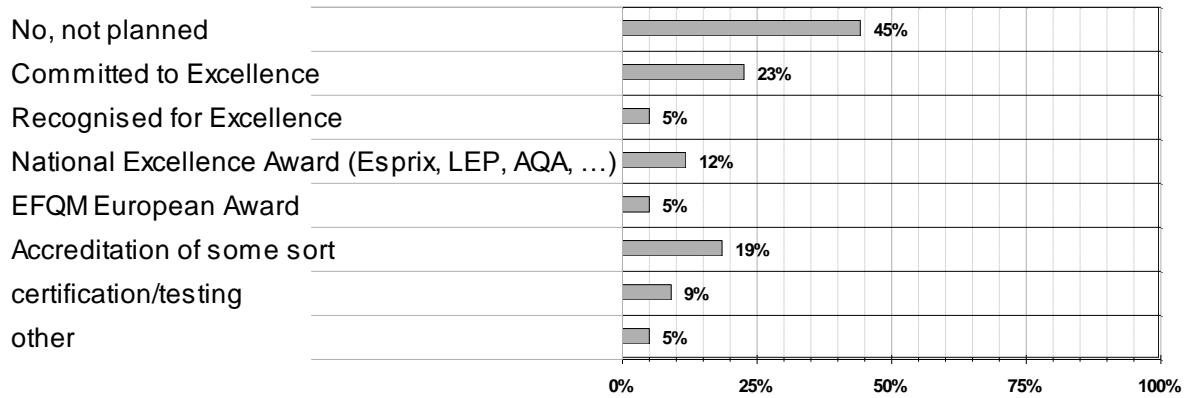
### What was the reason of introducing quality management in your organisation?



### other

- *erlaubt umfassendes QM*
- *Verbesserung interner Abläufe*
- *Imagehebung*
- *Basque Government Strategy*
- *Basque Government Strategy*
- *ist auch Managementhilfe*
- *Weiterentwicklung der Organisation durch systematische Selbstreflexion;*

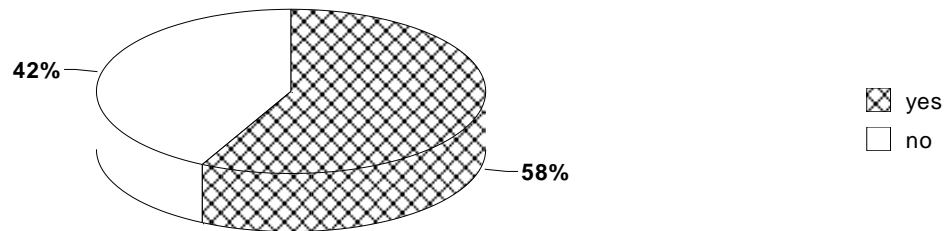
### Are you planning to apply for an Award during the next 3 years?



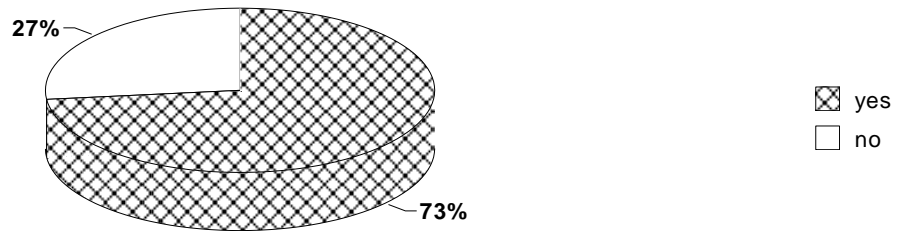
#### other

- *Silver Q (Basque Government)*
- *Prose*
- *AACSB, EFMD, AMBA*

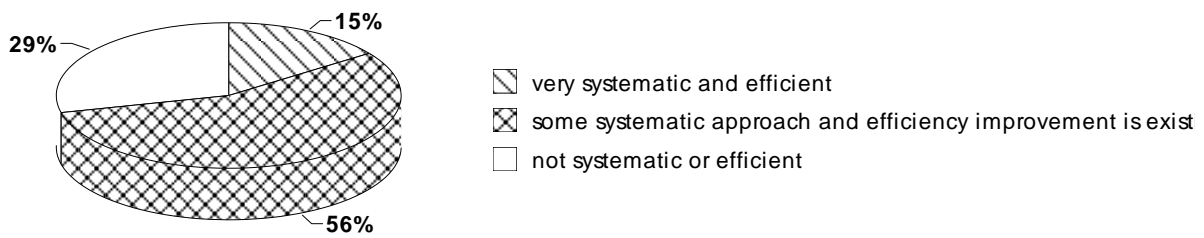
### Has your institution used external advice for implementing quality management?



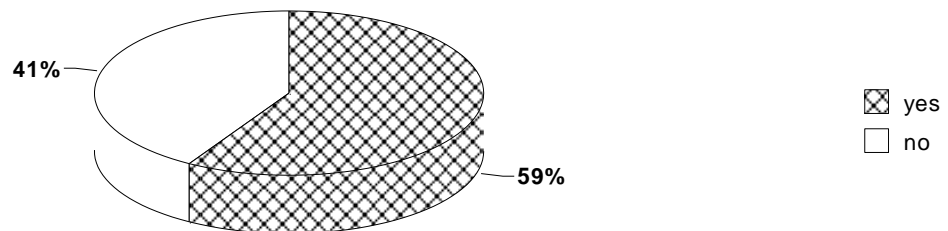
**Is there some sort of Continuous Improvement Process (CIP) installed in your institution?**



**Is this CIP systematically planned, implemented and reviewed?**

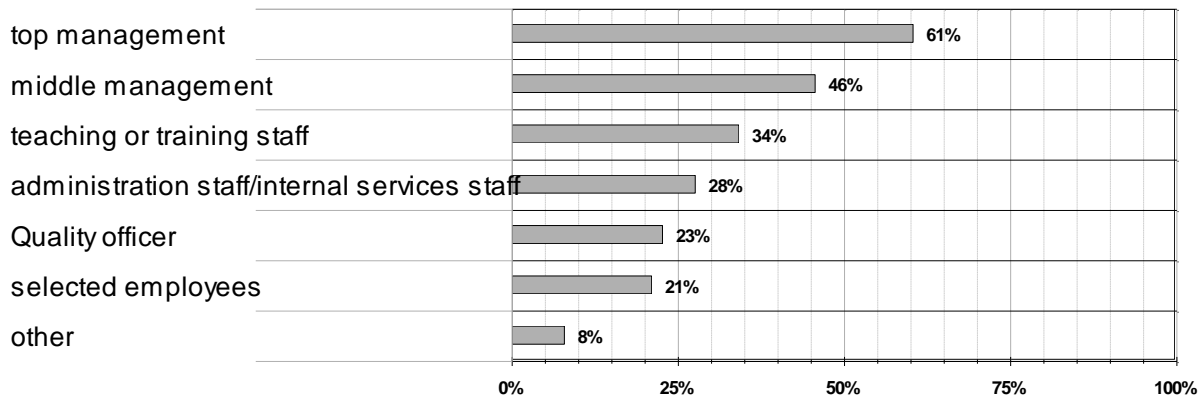


**Was your staff offered training before implementing quality management?**





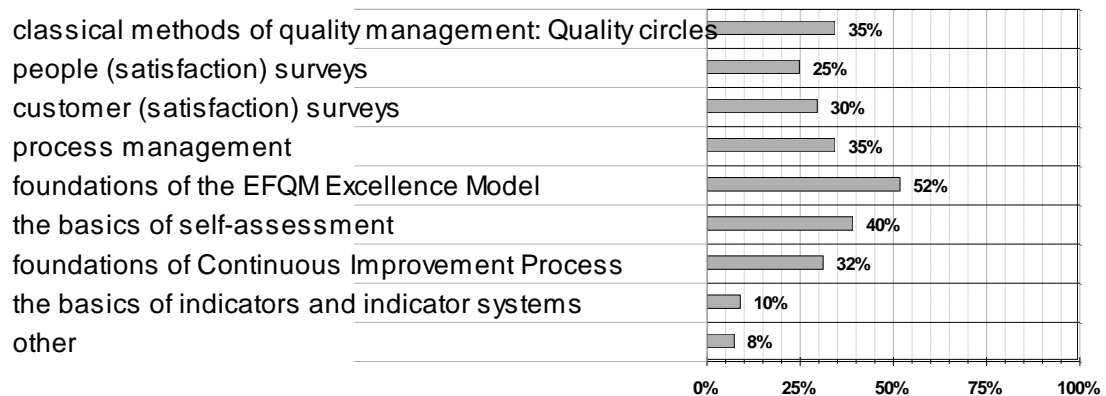
## Who from your staff was trained before implementing quality management?



### other

- *alle Mitarbeiter*
- *field test team only*
- *Everybody*
- *not addressing this at present*
- *noone*
- *employees who had some knowledge gathered on individual studies*

## Which topics were offered before implementing quality management?

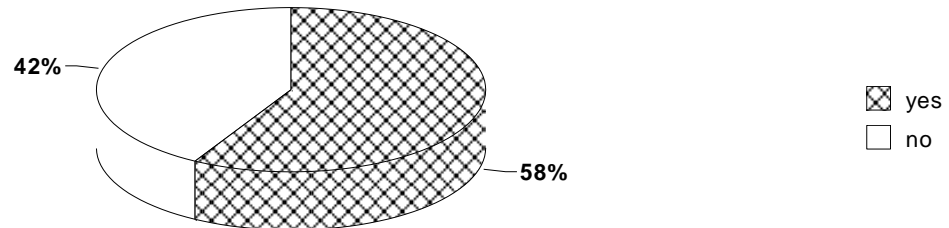


### other

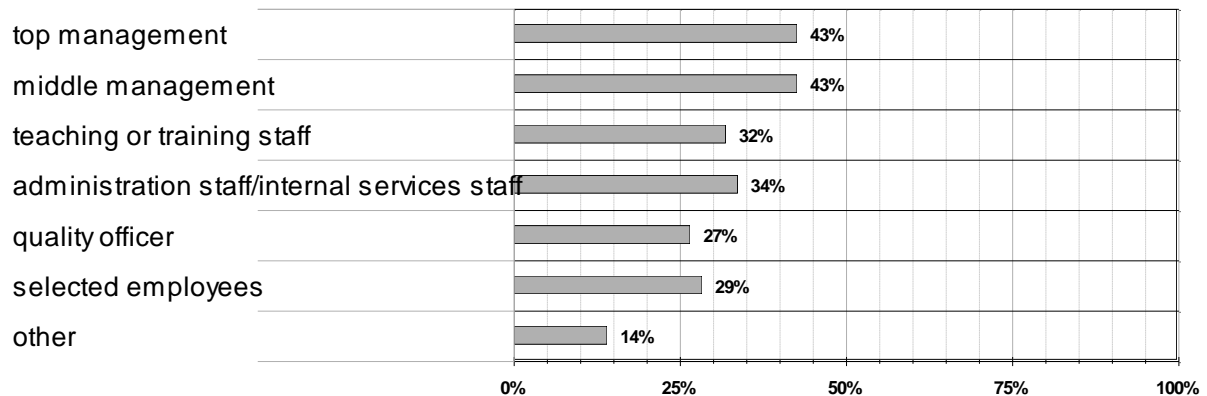
- *Mitarbeiterjahresgespräch*
- *Entzieht sich meiner Kenntnis*
- *Grundlagen Q2E*

- *general guidelines from NHS*
- *nothing really happening*
- *none*

**Is your staff offered continuously training on quality management?**



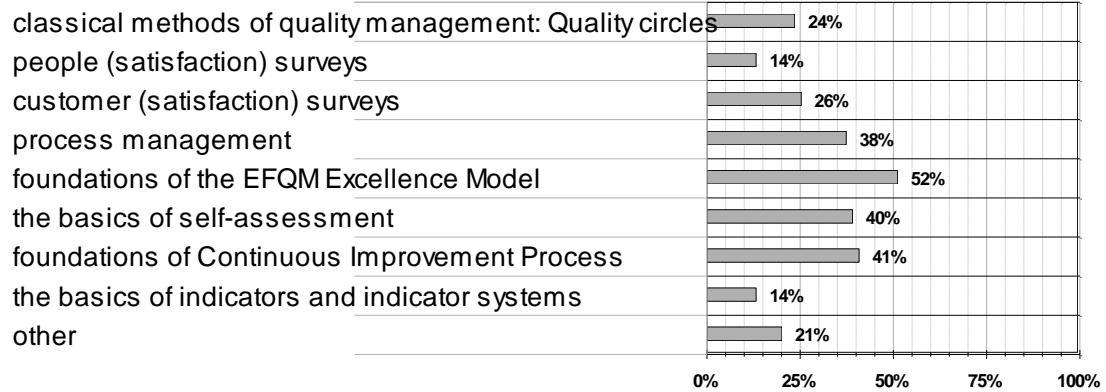
**Who from your staff is continuously trained?**



**other**

- *noch offen*
- *jeder, der Bedarf hat*
- *möglichst alle Mitarbeiter werden einbezogen*
- *Everybody*
- *information is available from Dept of Health*
- *not addressed at present*
- *only the ones who are learning individually*
- *noone*

## Which topics are continuously trained?

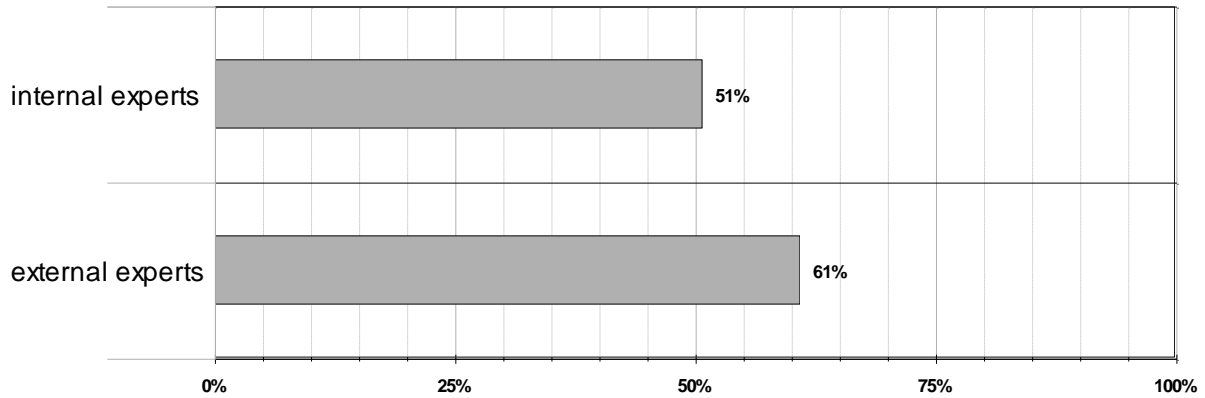


### other

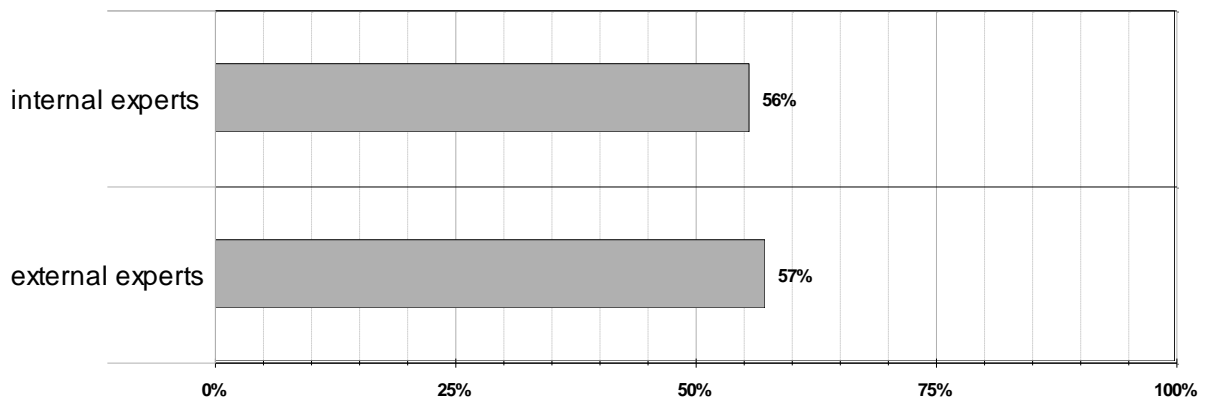
- *Bedarf noch offen*
- *was benötigt wird*
- *z.B. Assessorenttraining, interne Schulungen für Aspekte unseres QMS*
- *Project Management, Advanced EFQM*
- *Grundlagen Q2E*
- *Assessorenausbildung*
- *none other than NHS quipp*
- *not addressed at present*
- *at the moment this is not selected as a priority, so no activities here at the moment are taken*
- *self-studies in how to bring quality management in educational institution*
- *no*
- *individually set curriculum*

## Who has provided the training (before or after)?

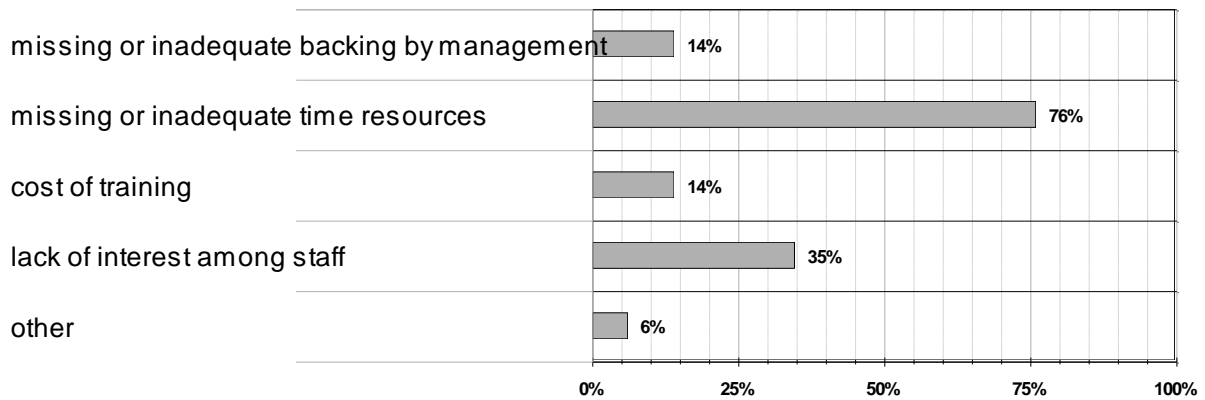
### before



### after



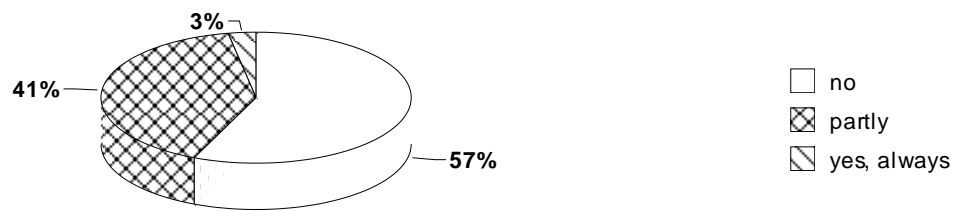
## Which were the highest obstacles to implementing training quality management?



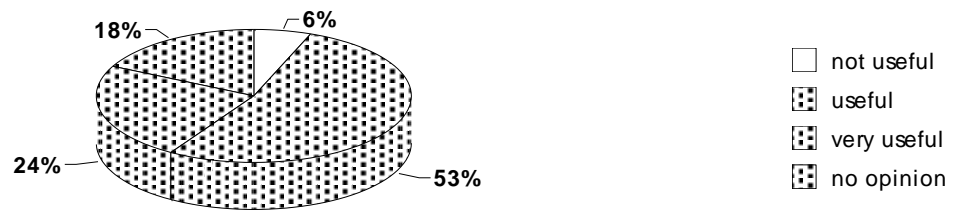
### other

- keine
- lack of interest of teachers
- no sence of urgency
- lack of human resources
- staff and finance cuts

**Are software/ multi-media programmes (e.g. computer- or web-based learning) used in the context of these trainings in quality management?**

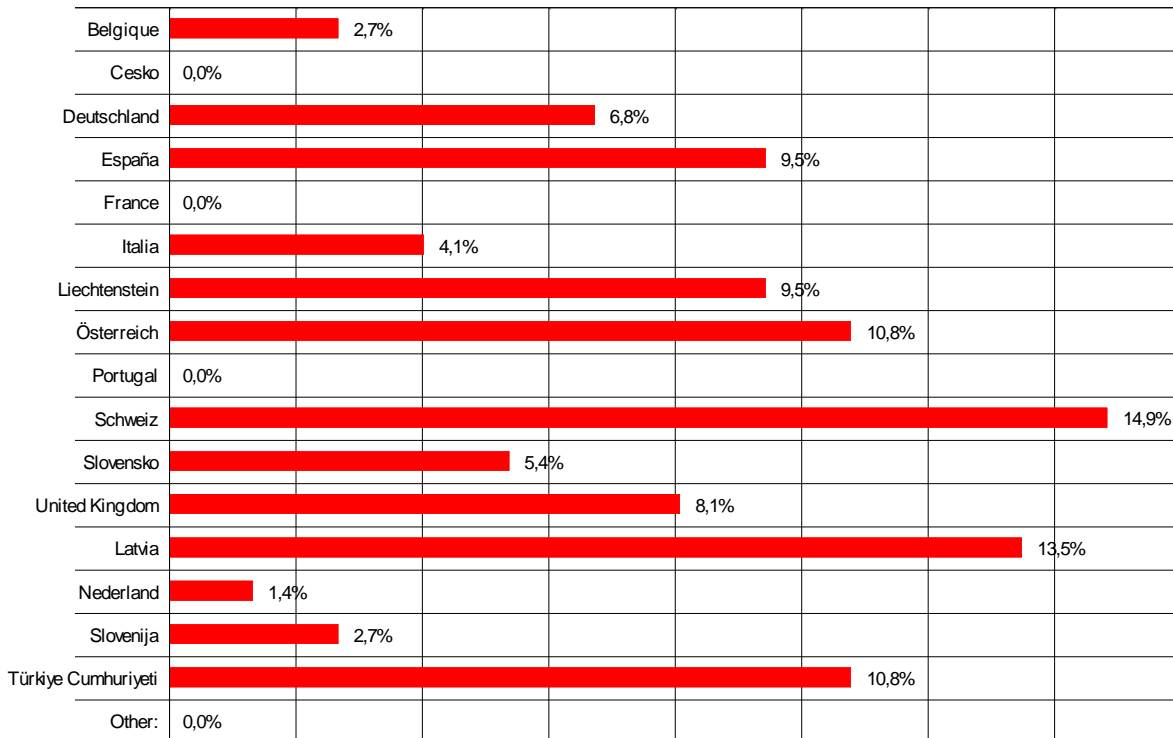


**How useful is his computer- or web-based training in your eyes?**

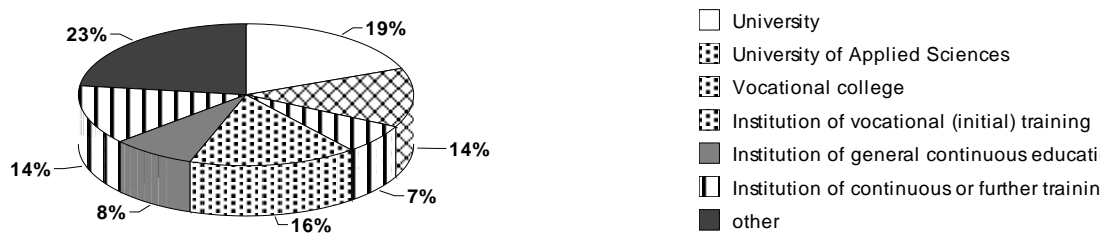


## General data on your educational institution

### Country



### Type of institution

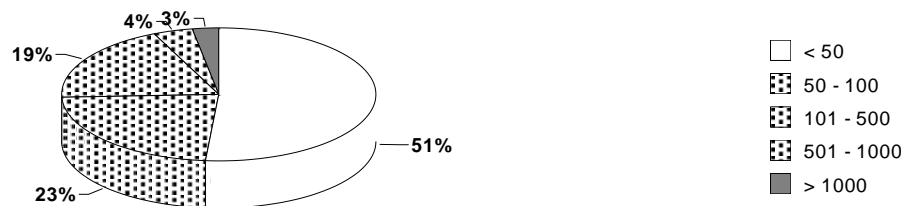


### other

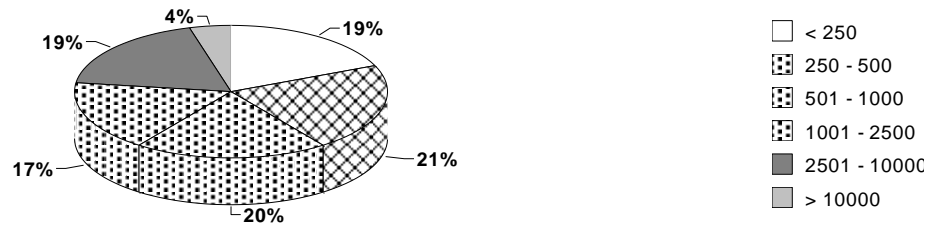
- *Integral part of the University*
- *SME/ Cluster*
- *Training and consulting organisation*

- *Berufliche Erstausbildung, berufliche Weiterbildung, Höhere Fachschule*
- *Unternehmen mit Bezug zu beruflichen Weiterbildung (system. Mentoring für Nachwuchs-Profifußballspieler) - noch im Aufbau befindlich*
- *Freiwilliges 10. Schuljahr*
- *Verein Erwachsenenbildung im Bereich Sprachen*
- *independent higher education institution*
- *insitution of training for adults*
- *Education advice organisation*
- *fully funded shared service providing specialist finance trianing*
- *vocational school*
- *vocational school (secondary)*
- *state grammar school*
- *vocational school (secondary)*
- *State Blood Donor centre*

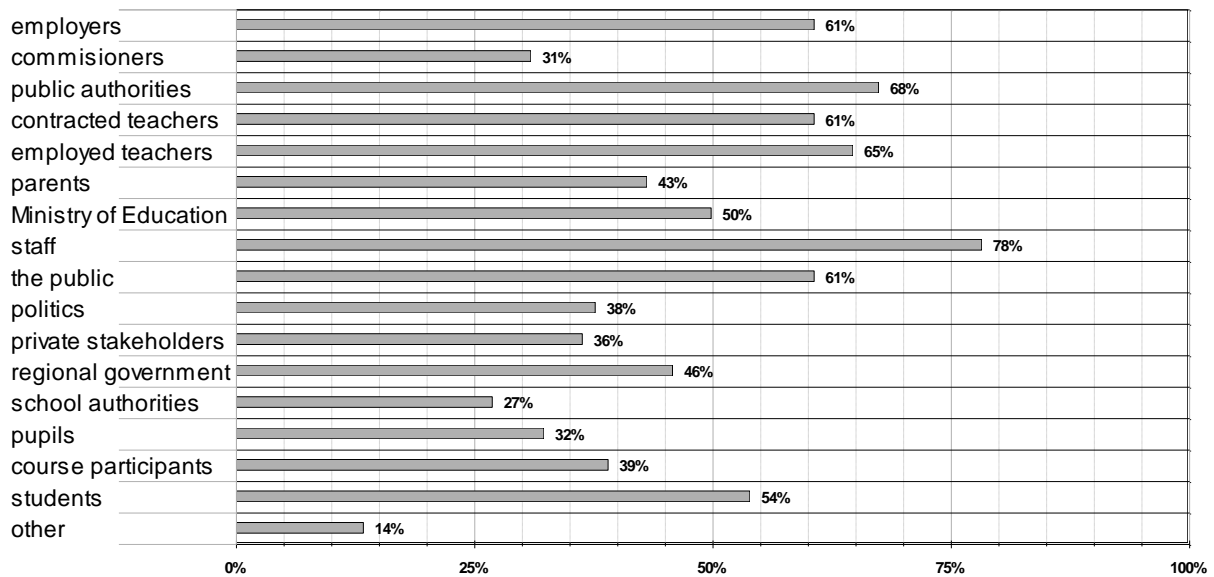
## Number of staff



## Average number of students/participants per year



## Who are your stakeholders?



### other

- *Trägerschaft*
- *Arbeitslose und -suchende*
- *Arbeitslose und -suchende*
- *Öffentliche Institutionen wie z.B. DFG, EU, etc.*
- *wir haben die Stakeholder noch nicht genau bestimmt*
- *Arbeitssuchende*
- *Bauern*
- *Nachwuchsfußballspieler mit dem Talent für eine berufliche Laufbahn*



- *partners abroad*