

**REGISTER OF PROCESSES**  
**of the Quality Management System**  
**of Jalal-Abad International University (JAIU)**

**1. General Provisions**

1.1. This Register of Quality Management System Processes of Jalal-Abad International University defines the composition, classification, coding, owners, and general characteristics of JAIU's QMS processes.

1.2. This Register is a document of the JAIU quality management system and is used for the following purposes:

1. systematizing the university's processes;
2. assigning process owners;
3. establishing a unified approach to identifying and describing processes;
4. ensuring the monitoring, analysis, and continuous improvement of processes;
5. align the process model, local regulations, indicators, and QMS records.

1.3. This Register applies to the administrative, core, support, and enabling processes of JAIU that affect the quality of education, as well as the university's scientific, clinical, social, human resources, organizational, and other activities.

1.4. The Process Register is applied in conjunction with:

1. The Charter of JAIU;
2. The Quality Policy;
3. Regulations on the Education Quality Management System;
4. The Guide to Educational Quality;
5. the QMS Process Map of JAIU;
6. Local regulatory acts of JAIU governing specific processes.

1.5. This Register shall be updated in the event of:

1. changes in the university's organizational structure;
2. changes to the process model;
3. the introduction of new processes or the elimination of existing ones;
4. a redistribution of functions and responsibilities;
5. changes in external and internal quality requirements.

**2. Purpose and Objectives of the Process Register**

2.1. The purpose of this Registry is to establish a unified list of JAIU QMS processes as the basis for quality management, performance monitoring, and continuous improvement of the university's operations.

2.2. The main objectives of the Register are:

1. to identify JAIU processes;
2. classifying processes into groups;
3. assigning process codes;
4. assigning process owners;
5. establishing the relationship between processes and QMS documents;
6. providing a basis for developing process specifications, metrics, monitoring, and CAPA;
7. ensuring consistency in the description and revision of processes.

### 3. Basic Concepts

3.1. **A process** is a set of interrelated activities that transform inputs into outputs and produce a result of value to internal or external customers.

3.2. **Process owner** — an official or organizational unit responsible for the organization, effectiveness, monitoring, risk analysis, and improvement of the process.

3.3. **Process Register** — a systematic list of JAIU processes indicating their codes, names, groups, owners, and other characteristics.

3.4. **Process specification** — a document containing a description of the process, its objectives, inputs, outputs, owner, participants, indicators, risks, records, and documents.

3.5. **Process Model** — a diagram of interrelated JAIU processes reflecting the overall architecture of the quality management system.

### 4. Classification of JAIU QMS Processes

4.1. JAIU QMS processes are divided into the following groups:

1. management processes;
2. core processes;
3. support processes;
4. monitoring, analysis, and improvement processes;
5. scientific, social, and other institutional processes.

4.2. Management processes are aimed at the strategic, regulatory, and organizational management of the university.

4.3. Core processes ensure the fulfillment of the university's mission and the creation of core value for students, employers, and other stakeholders.

4.4. Support processes provide resource, personnel, information, infrastructure, and organizational support for core processes.

4.5. Monitoring, analysis, and improvement processes ensure internal quality assurance, performance evaluation, identification of nonconformities and risks, and the implementation of improvement measures.

### 5. Process Coding

5.1. For identification purposes, each process is assigned a code.

5.2. The process code is formed according to the following principle:

**P-X.Y**

where:

1. **P** — process;
2. **X** — process group;
3. **Y** — the sequential number of the process within the group.

5.3. The following coding structure is recommended for JAIU:

1. **P1** — management processes;
2. **P2** — core educational processes;

3. **P3** — support and auxiliary processes;
4. **P4** — monitoring, analysis, and improvement processes;
1. **P5** — scientific, social, and other institutional processes.

5.4. If necessary, subprocesses and procedures within each process may be detailed in process specifications and local regulations.

## **6. Structure of the Process Registry**

6.1. The Process Register specifies the following for each process:

1. process code;
2. process name;
3. process group;
4. process owner;
5. the main objective of the process;
6. main inputs;
7. main outputs;
8. key process documents;
9. key process records;
10. performance indicators;
11. process status.

6.2. The Process Register is maintained in text and/or tabular form.

6.3. The current version of the Process Register shall be stored and accounted for in accordance with the procedure established at JAIU.

## **7. Process Register of the JAIU QMS**

### **7.1. Management processes**

<b>No.</b>	<b>Process Code</b>	<b>Process Name</b>	<b>Process Owner</b>

### **7.2. Core Processes**

<b>No.</b>	<b>Process Code</b>	<b>Process Name</b>	<b>Process Owner</b>

### **7.3. Support and Auxiliary Processes**

<b>No.</b>	<b>Process Code</b>	<b>Process Name</b>	<b>Process Owner</b>

### **7.4. Monitoring, Analysis, and Improvement Processes**

No.	Process code	Process Name	Process Owner

## 7.5. Scientific, social, and other institutional processes

No.	Process code	Process Name	Process Owner

## 8. Process Owners and Their Responsibilities

### 8.1. Process owner:

1. organizes the operation of the process;
2. ensures that process objectives are met;
3. defines and analyzes performance indicators;
4. participates in identifying and assessing process risks;
5. initiates corrective and preventive actions;
6. ensures that process documents and records are kept up to date;
7. provides process data for monitoring, auditing, and management analysis.

### 8.2. If necessary, the following may be designated for a single process:

1. a primary process owner;
2. co-executors;
3. process participants.

## 9. Process Documentation

### 9.1. Process specifications are developed for processes included in the Register.

### 9.2. A process specification must contain:

1. the process code and name;
2. the process objective;
3. process owner;
4. inputs and outputs;
5. process participants;
6. process resources;
7. process documents;
8. process records;
9. performance indicators;
10. risks and response measures;
11. interrelationships with other processes.

### 9.3. Process specifications are subject to review when the Process Registry is updated.

## 10. Monitoring and Updating the Process Registry

### 10.1. The Process Registry is subject to periodic review and updating.

### 10.2. The grounds for updating the Register are:

1. changes in the organizational structure;
2. revision of the process model;
3. identification of new processes or elimination of obsolete ones;

4. changes in process owners;
5. results of internal audits, self-assessments, accreditation, and management analysis.

10.3. The Department of Internal Monitoring and Quality of Education is responsible for coordinating the maintenance and updating of the Process Registry.

10.4. Changes to the Process Registry are made in accordance with the procedure established by JAIU.

## **11. Final Provisions**

11.1. This Register shall enter into force by order of the Rector of JAIU.

11.2. Amendments and additions to this Register shall be made in accordance with the procedures established by the university.

11.3. This Register is used:

1. in describing the JAIU process model;
2. when developing process specifications;
3. for monitoring and auditing;
4. in preparation for self-assessment and accreditation;
5. for management analysis of the quality system.

11.4. Responsibility for monitoring compliance with this Register lies with the Rector's Office, the Department of Internal Monitoring and Quality of Education, the Academic and Information Department, and process owners within the scope of their authority.

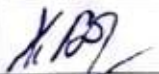
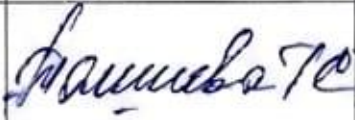







# CHANGE LOG

Change No.	Basis for Amendment	Pages	Summary of the amendment	Revision	Signature	Date
1						
2						
3						

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## APPROVAL SHEET

No	Position / Role	Full Name	Signature	Date
1	Developed by	Kanetova D.E.		29.12.25
2	Approved: head of the responsible department			29.12.25
3	Approved: Head of the Educational and Informational Department	Kanetova D.E.		29.12.25
4	Approved: leading specialist for quality	Kalmuratova A.		29.12.25
4	Approved: head of the legal affairs and human resources department / lawyer	Sydykova B.J.		29.12.25
5	Approved: vice-rector for academic affairs	Sadyrova N.A.		29.12.25
6	Approved: vice-rector for science, SR and GE	Asilova Z.A.		29.12.25
7	Endorsed / considered in the established manner	JASU Scientific Council		29.12.25.

