

REGULATIONS

for the Management Analysis of the Quality Management System at Jalal-Abad International University**

1. General Provisions

1.1. These Regulations for the Management Analysis of the Quality Management System at Jalal-Abad International University (hereinafter referred to as **the “Regulations”**) establish a unified procedure for the preparation, conduct, documentation, and monitoring of the implementation of decisions based on the results of the management analysis of the quality management system (hereinafter referred to as **the “QMS”**) at JAIU.

1.2. These Regulations are an internal regulatory document of the university and are binding on structural units and officials involved in the preparation of materials, the conduct of management analysis, the formulation of decisions, and the monitoring of their implementation.

1.3. Management analysis of the QMS is conducted to assess the effectiveness, adequacy, sustainability, and relevance of the quality management system, as well as to identify areas for its improvement.

1.4. Management analysis is one of the key mechanisms of internal quality management, ensuring a link between:

1. the university’s strategic goals;
2. actual performance results;
3. monitoring and evaluation data;
4. internal and external requirements;
5. corrective and preventive actions;
6. management decisions.

1.5. These Regulations apply to processes, data, results, and decisions related to the operation of the university’s QMS.

2. Purpose and Objectives of Management Analysis

2.1. The purpose of management analysis is to ensure that the university’s management makes informed decisions regarding the maintenance, development, and improvement of the quality management system based on the analysis of reliable data.

2.2. The main objectives of management analysis are:

1. assessing the degree to which quality objectives have been achieved;
2. analyzing the effectiveness of QMS processes and mechanisms;
3. assessing the status of the internal quality assurance system;
4. identifying strengths, risks, problem areas, and nonconformities;

5. analyzing the implementation of previously adopted decisions;
6. determining the need for changes to the QMS;
7. assessment of resource adequacy;
8. developing solutions to improve the university's operations.

3. Basic Principles of Management Analysis

3.1. Management analysis is conducted based on the following principles:

1. objectivity;
2. systematic approach;
3. regularity;
4. comprehensiveness;
5. evidence-based;
6. management applicability;
7. focus on improvement;
8. personal responsibility for the data presented and the implementation of decisions.

3.2. Management analysis should not be merely formal. Its results should be used to make specific decisions aimed at improving the quality of the university's educational, managerial, organizational, and support activities.

4. Frequency and Basis for Conducting

4.1. Management analysis of the QMS is conducted at least once a year.

4.2. If necessary, an extraordinary management analysis may be conducted by decision of the university administration, the Rector's Office, or the Quality Council, or in connection with preparation for external evaluation, accreditation, or audit; significant changes in the university's activities; or the identification of systemic problems.

4.3. The grounds for conducting a management review are:

1. the university's approved work plan;
2. the annual cycle of the QMS;
3. the results of internal monitoring;
4. data from internal audits;
5. reports from organizational units;
6. the need to address significant deviations, risks, or recurring issues;
7. preparation for an external quality assessment.

5. Participants in management analysis and allocation of responsibilities

5.1. The following individuals participate in management analysis:

1. the rector;

2. vice rectors;
3. heads of structural units;

1. the Quality Council;
2. the head of the Academic and Information Department;
3. other officials and departments as determined by the administration.

5.2. Overall management of the management analysis is carried out by the university rector or an official authorized by him/her.

5.3. Coordination of the preparation of materials, consolidation of information, and organizational support for management analysis shall be carried out by the unit responsible for supporting the QMS or another authorized structural unit.

5.4. Heads of structural units are required to:

1. submit accurate and timely data;
2. analyze results within their respective areas;
3. participate in discussions of problem areas;
4. ensure the implementation of decisions made based on the analysis results.

5.5. Persons submitting data for management analysis are responsible for its completeness, timeliness, and accuracy.

6. Input Data for Management Analysis

6.1. Input data for management analysis may include:

1. results of achieving quality objectives and indicators;
2. results of process monitoring;
3. reports on the activities of organizational units;
4. results of surveys and feedback from stakeholders;
5. results of internal audits, inspections, and self-assessments;
6. information on nonconformities, observations, incidents, and complaints;
7. information on corrective and preventive actions;
8. analysis of risks and opportunities;
9. information on the results of educational activities;
10. data on academic performance, quality of knowledge, and academic discipline;
11. information on personnel, material and technical, informational, and methodological support;
12. results of external evaluations, accreditation, licensing, and other inspections;
13. data on the implementation of decisions from the previous management review;
14. other relevant information characterizing the state of the QMS.

6.2. The list of specific input data may be refined depending on the objectives of the analysis, the university's current tasks, and the maturity level of the quality management system.

7. Procedure for Preparing for Management Analysis

7.1. Preparation for management analysis includes:

1. determining the timing of the analysis;
2. compiling a list of necessary materials;
3. sending requests to the responsible departments;
4. collecting and preliminarily verifying information;
5. organizing the input data;
6. preparing analytical materials, summary tables, reports, and draft conclusions.

7.2. Materials for management analysis must be:

1. reliable;
2. structured;
3. analytically processed;
4. comparable to previous periods, where possible;
5. focused on identifying causes, trends, and management conclusions.

7.3. It is unacceptable to limit oneself to simply transmitting raw data sets without analytical summarization.

8. Procedure for Conducting Management Analysis

8.1. Management analysis is conducted in the form of a meeting, conference, extended review at the Rector's Office, the Quality Council, or in another organizational format established by the university.

8.2. The following are reviewed during the management analysis:

1. the current status of the QMS;
2. the degree to which quality objectives have been achieved;
3. the results of processes and their deviations;
4. implementation of previous decisions;
5. identified problems, risks, and trends;
6. the adequacy of resources;
7. the need for changes to documents, processes, and management mechanisms;
8. suggestions for improvement.

8.3. The discussion should focus not only on identifying problems, but also on determining causes, priorities, and realistic response measures.

8.4. For each significant issue, the following are identified as necessary:

1. the problem or conclusion;
2. the cause or suspected factor;
3. the necessary solution;
4. the person responsible;
5. deadline;
6. form of monitoring.

9. Final Decisions Based on the Results of Management Analysis

9.1. Based on the results of management analysis, management decisions are formulated aimed at:

1. improving QMS processes;
2. adjusting goals and indicators;
3. improving educational activities;
4. resolving inconsistencies and addressing problem areas;
5. improving management efficiency;
6. redistributing or clarifying responsibilities;
7. improving the local regulatory framework;
8. developing human resources, information, methodological, and logistical support;
9. reducing risks and capitalizing on development opportunities.

9.2. Decisions based on the results of management analysis must be:

1. specific;
2. feasible;
3. assigned to responsible individuals;
4. time-bound;
5. subject to follow-up monitoring.

9.3. If necessary, based on the results of the management analysis, an action plan, roadmap, list of corrective actions, or other management document is approved.

10. Documentation of Results

10.1. The results of the management analysis shall be documented in the form of one or more documents:

1. a report;
2. analytical report;
3. a summary report;
4. list of decisions;
5. action plan;
6. extracts from the minutes;

7. management directives.

10.2. The document summarizing the results of the management analysis should include:

1. the date and format of the meeting;
2. list of participants;
3. a list of issues discussed;
4. a summary of the materials reviewed;
5. key conclusions;
6. decisions made;
7. responsible parties;
8. deadlines;
9. monitoring procedures.

10.3. Management analysis materials shall be registered, stored, and used in accordance with the procedures established by the university's internal documents.

11. Monitoring the Implementation of Decisions

11.1. Decisions made based on the results of management analysis are subject to mandatory monitoring of implementation.

11.2. Monitoring of implementation may be carried out by:

1. the rector;
2. by the vice rectors for specific areas;
3. the Quality Council;
4. the department coordinating the QMS;
5. other authorized persons.

11.3. Monitoring of implementation includes:

1. collecting reports from responsible personnel;
2. verification of the actual implementation of measures;
3. analysis of the results achieved;
4. assessing the effectiveness of the measures taken;
5. referring the matter for reconsideration if necessary.

11.4. In the event of non-implementation or insufficient effectiveness of the decisions taken, the causes must be identified, after which additional, clarifying, or corrective measures are taken.

12. Use of the Results of Management Analysis

12.1. The results of management analysis are used:

1. to update goals and indicators;
2. when planning the university's activities;
3. when revising processes and local regulatory documents;
4. when organizing corrective and preventive actions;
5. in preparation for accreditation, licensing, and external evaluation;
6. when improving the educational environment and internal quality assurance mechanisms.

12.2. The conclusions of the management analysis must be taken into account in the university's subsequent management, educational, organizational, and support activities.

13. Responsibility

13.1. Officials and structural units involved in management analysis are responsible for:

1. the timely submission of materials;
2. the accuracy of data;
3. the quality of the analytical work;
4. participating in discussions of issues within their area of responsibility;
5. implementing adopted decisions.

13.2. A perfunctory approach to preparing materials, withholding significant information, untimely submission of data, and failure to implement decisions based on the results of management analysis are considered violations of the internal quality management system requirements.

14. Final Provisions

14.1. These Regulations shall enter into force upon approval in accordance with established procedures.

14.2. Amendments and additions to these Regulations shall be made in accordance with the procedures established by the university.

14.3. Matters not covered by these Regulations shall be resolved in accordance with the internal regulatory documents of JAIU and established practices for quality management and the educational process.

Appendix 1. Template for the Plan for Preparing Materials for Management Analysis of the QMS

PLAN FOR PREPARING MATERIALS

for management analysis of the quality management system

Analysis Period: _____

Date: _____

Coordinating Department: _____

| No. | Title of document | Responsible department / person | Submission deadline | Form of submission | Submission confirmation |
|------------|---|--|----------------------------|---------------------------|--------------------------------|
| 1 | Report on the Achievement of Quality Objectives | | | | |
| 2 | QMS Process Analytics | | | | |
| 3 | Survey and Feedback Results | | | | |
| 4 | Information on nonconformities and corrective actions | | | | |
| 5 | Data on the implementation of previous decisions | | | | |
| 6 | Information on risks and opportunities | | | | |
| 7 | Other materials | | | | |

Person responsible for coordination: _____

Signature: _____

Date: _____

Appendix 2. Form for Analytical Report on QMS Management Analysis

JALAL-ABAD INTERNATIONAL UNIVERSITY

ANALYTICAL REPORT

for the management analysis of the quality management system

1. Analysis period: _____

2. Department / Division: _____

3. Basis for preparing the report: _____

4. Key findings

5. Identified strengths

6. Problem areas / deviations / risks

7. Implementation of previously adopted decisions

8. Conclusions

9. Proposed solutions

| No. | Problem / Conclusion | Proposed solution | Responsible | Deadline |
|-----|----------------------|-------------------|-------------|----------|
|-----|----------------------|-------------------|-------------|----------|

Prepared by: _____

Position: _____

Signature: _____

Date: _____

Appendix 3

“Input Data → Management Conclusion → Decision” Matrix

| No. | Input | Possible management conclusion | Possible decision |
|-----|--|--|--|
| 1 | Quality objectives have been partially achieved | Approaches or deadlines need to be adjusted | Refine the action plan and metrics |
| 2 | There are recurring non-conformities | Existing measures are insufficient | Strengthen corrective actions and monitoring |
| 3 | Low survey results in a specific area | Problem area identified | Implement targeted improvements |
| 4 | Decisions from the previous analysis have not been implemented | There is a management gap in implementation | Schedule a follow-up review and clarify responsibilities |
| 5 | Increase in complaints or comments | There is an increased risk of decreased satisfaction | Analyze the causes and take action |
| 6 | Insufficient resources | This limits the effectiveness | Review resource |

| | | of processes | allocation |
|----|---|--|--|
| 7 | Positive trends in key indicators | The measures taken are effective | Consolidate and expand the practice |
| 8 | New risks identified | A preventive response is required | Include risks in the management plan |
| 9 | External requirements have changed | QMS requires updating | Review documents and processes |
| 10 | Data across departments is inconsistent | There are differences in the quality of process implementation | Implement targeted management intervention |

Appendix 4. Form for an action plan based on the results of the QMS management review

ACTION PLAN

Based on the Results of the Management Review of the Quality Management System

Date of analysis: _____

Basis: _____

| No. | Conclusion / Issue | Action | Person responsible | Deadline | Report form | Completion mark |
|------------|---------------------------|---------------|---------------------------|-----------------|--------------------|------------------------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |

Chairperson / Director: _____

Signature: _____

Date: _____

If we continue the registry, please send the next code and name.

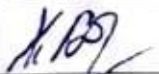
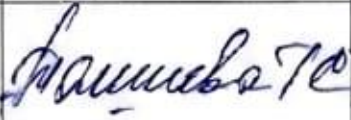






CHANGE LOG

| 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. |

