

Value Contribution EdPEX Unit



EdPEX VCU Site Visit
by Internal Quality Assurance Committee
for Administrative Units

23-31 May, 2022
9.00 – 16.30 hours

SITE VISIT OBJECTIVES

- To make clear understanding of the purpose of the EdPEX site visit
- To provide a feedback on organizational profile (OP) of the units and advise how to write OP to be more analytical

SCOPES OF WORK OF THE WORKING COMMITTEE

- Study a report of organizational profile of all VCUs
- Plan for site visit
- Visit VCUs at site to give feedback and advice
- Report to the AU EdPEX Committee the results of VCU site visit for future development and improvement plan

SCOPE OF ORGANIZATIONAL PROFILE REPORT FOR INTERNAL QUALITY ASSESSMENT IN ACADEMIC YEAR 2021

- Organizational Profile in analytical view
- Objective Key Results to support the achievements of vision, mission, core values, identity and goals of the University
- Past performance outcomes (Results)

ORGANIZATIONAL PROFILE

What? ...

What for? ...

How? ...

Organizational Profile is a snapshot of your organization on organizational description and organizational situation (What?)

Organizational Description

Organizational Environment

- Product/Service Offerings
- Mission, Vision, Values and Culture
- Workforce profile
- Assets
- Regulatory Requirements

Organizational Relationships

- Organizational Structure
- Customers and Stakeholders
- Suppliers and Partners

Organizational Situation

Competitive Environment

- Competitive Position
- Competitiveness Changes
- Comparative Data

Strategic Context

- Key Strategic Challenges
- Key Strategic Advantages

Performance Improvement System

IMPORTANCE (WHAT FOR?)

- To understand the context of the organization, administration and unique
- To identify gaps in key information
- To set a system to address key performance requirements and results

HOW?

- Describe organizational profile in analytical view and identify gaps for organizational development and improvement

ANALYTICAL ASPECTS

- Organizational Description
- Organizational Situation

ORGANIZATIONAL CONTEXT

- Historical Background
- The existence
- The operation (unique or difference)
- Positioning

MISSION, VISION, VALUES AND CULTURE

- The linkage of values and culture to the achievements of vision and mission of the Unit and AU.

WORKFORCE PROFILE

- Educational background and experience
- Employee groups or segments (size, skills, etc.)
- Key drivers to engage the employees in achieving vision and mission

ASSETS

- Major facilities, technologies and equipment to support the achievement of the vision and mission

REGULATORY REQUIREMENT

- Regulatory requirements under your operation
- Code of conduct
- Policy and laws
- Regulatory environment (eg., environmental, financial regulation)

ORGANIZATIONAL STRUCTURE

- Organizational structure and governance system
- Leadership system
- Reporting relationships among your governance board, senior leaders and parent organizations

CUSTOMERS AND STAKEHOLDERS

- Key market segments, customer groups, and stakeholder groups
- Key requirements and expectation of each segment or group
- Key differences in these requirements and expectation among market segments, customer groups and stakeholder groups

SUPPLIERS AND PARTNERS

Key types of suppliers, partners and collaborators and their roles play in

- producing and delivering your key products and customer support services
- enhancing your competitiveness
- contributing and implementing innovations in your organization

COMPETITIVE ENVIRONMENT

- Competitive position, relative size and growth in the markets you serve
- Competitiveness changes i.e., key changes that are affecting your competitive situation, including changes that create opportunities for innovation and collaboration
- Comparative data, key sources (internal and external) of comparative data, constraints or limitations to obtain the comparative data

STRATEGIC CONTEXT

- Key strategic challenges in the areas of business, operations, societal responsibilities and workforce eg., innovation, technology disruption
- Key strategic advantages eg., international networks

PERFORMANCE IMPROVEMENT SYSTEM

- Key elements of your performance improvement system, including your processes for evaluation and improvement of key organizational products and process

KEY RESULTS FOR PERFORMANCE EXCELLENCE

Results	Vision/ Mission	Values	Culture	Strategy	Goals/ Objectives
Product and Process Results - process effectiveness and efficiency results - emergency preparedness results					
Customer-Focused Results - Customer satisfaction/dissatisfaction results - Customer engagement results					
Workforce-focused Results - Workforce capability and capacity - Workforce climate and engagement results - Workforce development results					
Leadership and Governance Results - Leadership communication and engagements with workforce and customers - Governance results - Regulation, Ethics and Society results					
Financial and Market Results - Financial performance - Market performance					