



UNIVERSITÉ DU LUXEMBOURG FACULTÉ DE DROIT, D'ÉCONOMIE ET DE FINANCE

Quality Manual

**Faculty of Law, Economics and Finance (FDEF)
University of Luxembourg**

Created by - on:
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The FDEF's quality policy

Since its founding in 2003, the University of Luxembourg has aimed for excellence in terms of education, research and knowledge transfer. The University has developed a unique and attractive profile supported by specific competitive advantages, it is “a jewel”, “with the highest potential” as emphasized by its new Rector when he took office. Furthermore, one of the University's ongoing key concerns has been to implement a quality strategy that aligns with its ambitions. Specified in its current and past four year-plans, quality constitutes the fundamental element of the University's policy and is also indispensable in enabling the University to establish its international reputation beyond its strategic role for Luxembourg.

In line with this philosophy, the Faculty of Law, Economics and Finance (FDEF) has adopted a rigorous approach to quality which will be progressively extended to all its activities.

As is the case for the University as a whole, this approach is not simply aimed at consolidating what has already been achieved but also at introducing new initiatives. This prompted the decision to implement a quality management system (QMS) in 2010, which will continue to be maintained during the FDEF's four year-plan 2018-2021, and to launch an accreditation process for its study programmes in 2013.

Based on this approach, we seek to have an administrative management which is able to meet the expectations of students, our partners, teaching and research staff and the University's administration ever more precisely and contribute, as a result, to making the Faculty a centre of excellence thanks to a highly qualified team, equipped to respond to the challenges of the contemporary world which arise, in particular, in the target areas of our field of activity.

In order to create this framework, we have set ourselves the following targets:

- develop a lean and efficient administration,
- promote and reinforce the permanent vocational training for all Faculty administrative staff members,
- ensure reliable management accounting and budget monitoring.

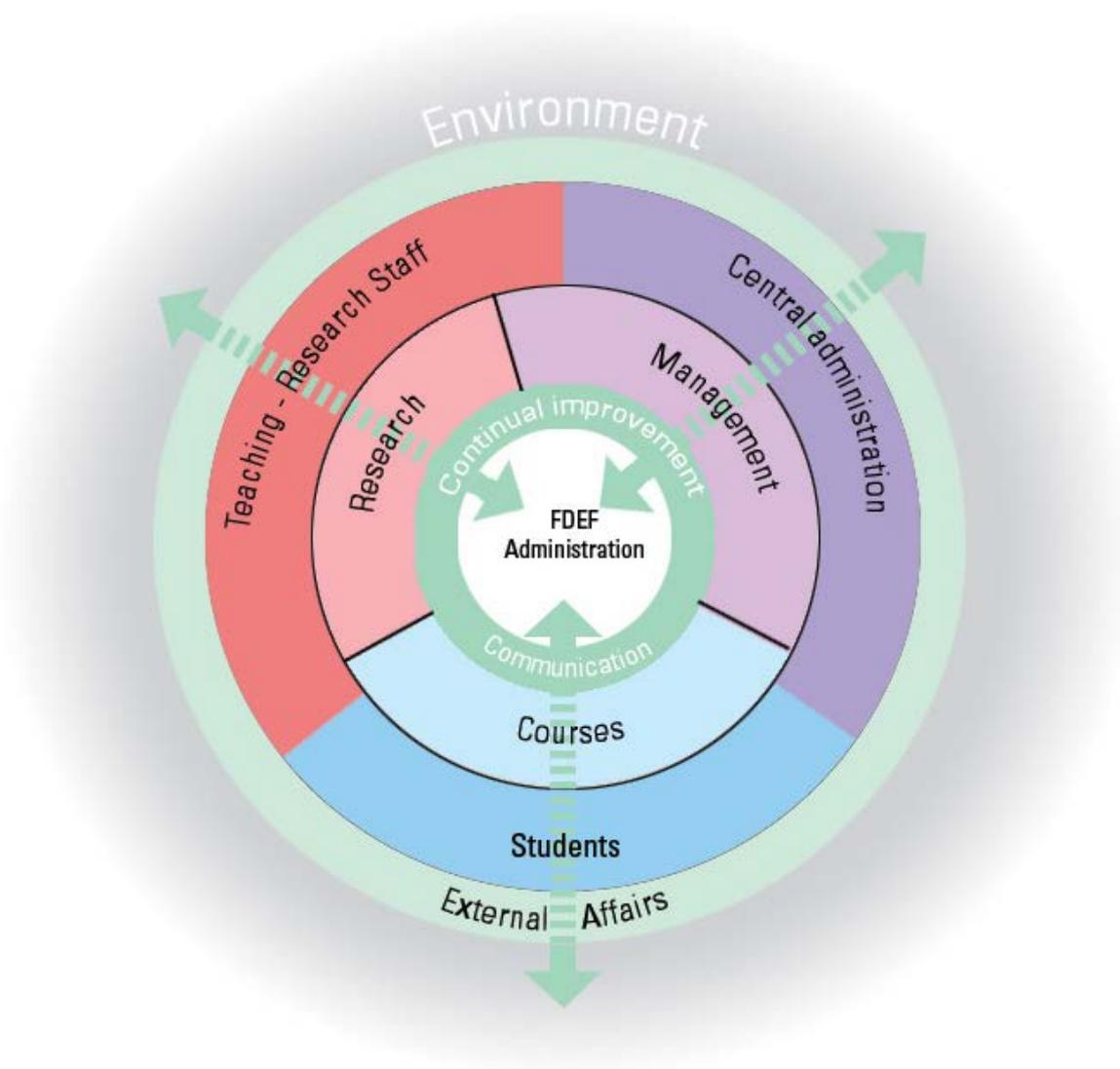
For this purpose, we are committed to providing all the means required to ensure compliance of the Faculty's administration with the quality management system based on ISO standard 9001 and to ensuring that our services are continually monitored, evaluated and improved in accordance with the requirements specified by the standard.

However, the success of this commitment depends on the adherence of all staff members in the Faculty to our quality approach. We also expect close cooperation from the entire Faculty in the implementation and development of this policy.

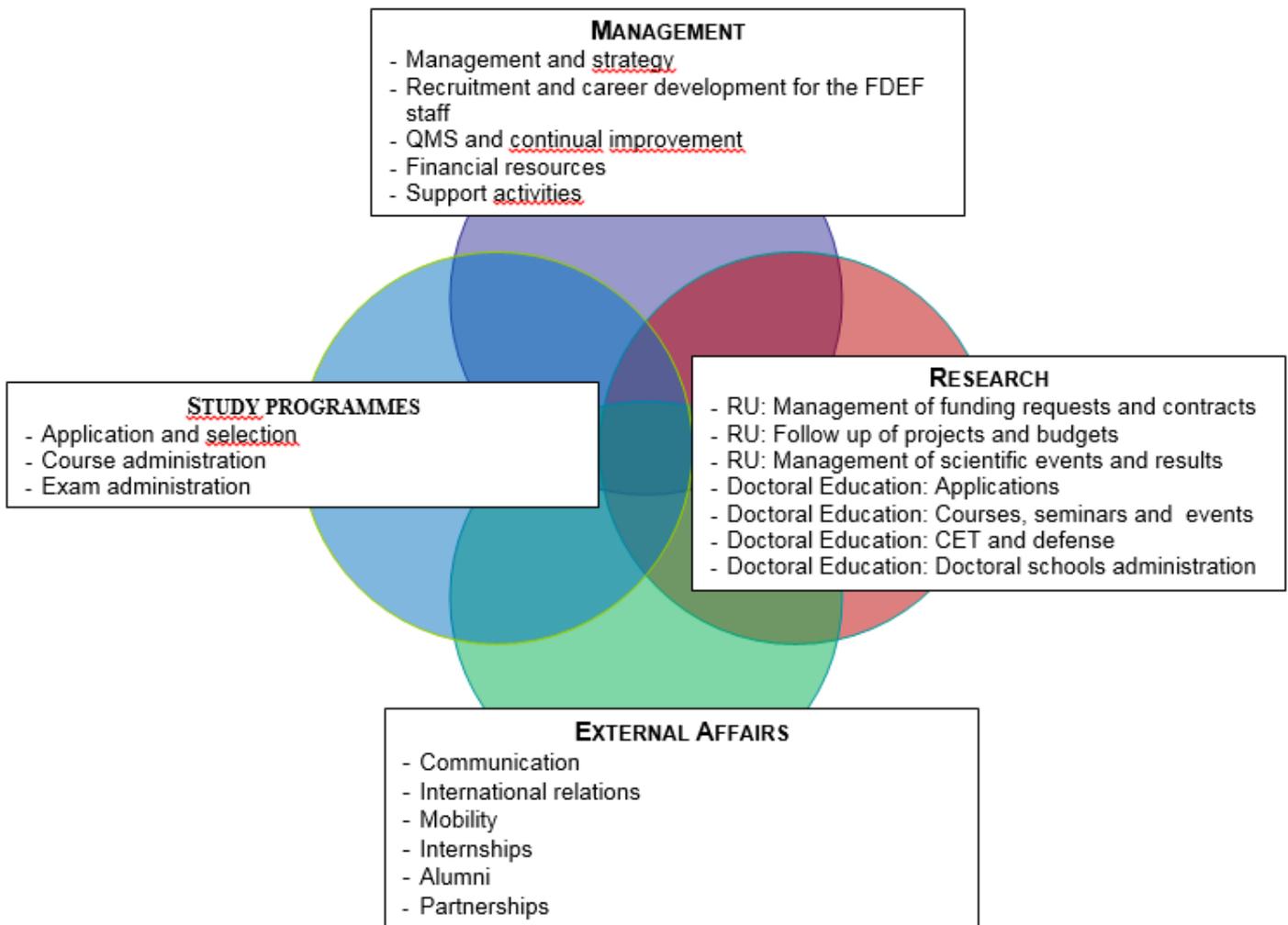
23/01/2018

Katalin LIGETI, Dean

The diagram below illustrates, in a simplified manner, the processes identified and how they interact:



Each of these four processes is linked to several *sub-processes*:



Documented information

The quality approach of the FDEF comprises:

- Documented information required by the ISO standard 9001:2015;
- Documented information as considered necessary for the effectiveness of the quality management system of the Faculty.

The documented information and methods used by the administration of the FDEF to manage and control processes and the related sub-processes are described by means of a process identity card and/or other internal documents. This documentation is available to all staff of the Faculty, depending on the process concerned and the user rights granted.

Measurable and relevant indicators have also been defined.

Functional organisation of the FDEF administration

