

Towards a recognition culture



Quality culture

*[Q]uality culture refers to an organisational culture that intends to enhance quality permanently and is characterised by two distinct elements: on the one hand, a cultural/psychological element of **shared values, beliefs, expectations and commitment** towards quality and, on the other hand, a **structural/managerial element with defined processes** that enhance quality and aim at **coordinating individual efforts**. Thus, the cultural/psychological element refers back to individual staff members while the structural/managerial refers back to the institution.*

Quality culture

These two aspects, however, are not to be considered separately: both elements must be linked through good communication, discussion and participatory processes at institutional level.

Quality culture in European universities: a bottom-up approach
(EUA, 2015)

Webinar

Improving recognition through self-assessment: the “Spotlight on recognition” tool

- 2 June, 14.00-15.15 CEST
- Registrations open: <https://bit.ly/3KX1tBK>