

**Preface**

**1. Developed by: Quality Assurance Service**

**2. Approved by: Representative Board**

**Registered copy of this Report is kept to the Head of Administration-Chancellor  
Soft copy is kept in all subdivisions.**

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### 1. Scope of application

Report on Batumi Navigation Teaching University Quality Management System Analysis for the year of 2015, includes BNTU Quality Management System.

### 2. General provisions

- 2.1. Quality Management System Analysis was conducted with the participation of Head of BNTU Administration and heads of structural units.
- 2.2. Materials for the conduction of analysis and preparation of Report were submitted by the heads of structural units;
- 2.3. Quality Management System Analysis is based on the following:
  - Results of educational process analysis;
  - Results of internal and external audits;
  - Results of analysis of documentation of Quality System elaborated and introduced in BNTU in accordance with ISO 9001:2008 International Standards;
  - Results of elimination of other identified nonconformities;
  - Customer feedback;
  - Functioning of processes and compliance of services;
  - Changes that may affect Quality Management System;
  - Improvement recommendations.

### 3. Fulfillment of measures by the Administration to be taken in accordance with the results of previous Quality System Analysis

On the basis of previous analysis of Quality System (2014) and taking into account of long-term strategic plan of development, there were set goals in the field of quality for the year of 2015, namely:

No	Goals of 2014 in the field of quality	Fulfillment	Note
<b>1. In the field of educational activity</b>			
1.1	Retraining / Qualification upgrading courses for professors, lecturers and instructors – 10 specialists were sent;	4 instructors and 6 professors and teachers took Retraining / Qualification upgrading courses. In total, 10 specialists were trained	
<b>2. In the field of scientific and innovative activity</b>			
2.1	Scientific conferences and workshops (2 scientific conferences, 1 workshop)	Joint conference of professors and lecturers, and students of Marine - Engineering Faculty was conducted.	
2.2	Preparation of lecture courses (readers) (2 lecture courses)	2 lecture courses were prepared: 1. Hydromechanics, T. Artmeladze 2. Pneumatics, T. Artmeladze.	
2.3	Conduction of scientific popular lectures for the purpose of provoking interest of students of research activity (2 lectures)	On June 5, 2015 Professor of economics department of Veer Narmad South Gujarat University Gaurang Rami conducted public lecture in Batumi Navigation Teaching University. Within Georgia and India university relationship program, prof. Rami delivered four presentations on the following topics: 1. Philosophic and methodological issues of poverty measurement; 2. Concerns of ocean and sea foreign	

		trading (using the example of India); 3. Human Development Index in Georgia and India; 4. Inflation and price indices in India.  On June 12, 2015, workshop “Georgian motorways and their safety” was conducted in Batumi Navigation Teaching University, within inspection of Kobuleti bypass road and Choloki-Sarphi road segment. Workshop was conducted by Mr. Phillip Jordan, road safety consultant (Road Safety International, Australia).	
<b>3. In the field of development of social and educational activity</b>			
3.1	Growth in activity of students by 5% (sporting, research, cultural and recreational etc. events)	Activities of students were increased by 5% in comparison with previous year	
3.2	10% discount on tuition fee for successful students	10% discount on tuition fee was applied to 9 students	In 2012 -17 students, in 2013 -27 students; in 2014 - 14 students;
3.3	Support of professional growth of young employees - 3 specialists	Training of 2 employees was funded: E. Chikovani, E. Nakashidze	
<b>In the field of development of information activity</b>			
4.1	Enhancement of channels for external access to Internet/intranet networks (provision of access of students to digital library) for the purpose of improvement of educational activity of Teaching University	External access of students to digital library has been provided.	
	Equipment of 2 lecture halls with multimedia equipment for the purpose of application of modern technologies in educational process	10 lecture halls were equipped with multimedia equipment (projection device)	
<b>In the field of international cooperation</b>			
5.1.	Participation in international conference (1 conference)	On June 24 -26, 2015, Batumi Navigation Teaching University hosted research-to-practice conference – “Modern management: Problems, studies, assumptions”. Together with Georgian scientists, representatives of educational institutions and scientific societies from Azerbaijan, Ukraine, Turkey, Slovakia, Poland and India took part in conference. Conference work proceeded in four main directions: Strategic and corporative management (Section 1), Innovative technologies in logistics, formation of modern logistic infrastructure and transport development issues (Section 2), Information technologies in logistics and management (Section 3), Knowledge management (Section 4).	

5.2.	Invitation of one foreign marine field expert	Prof. S. Rizhkov, Rector, Nikolayev Admiral Makarov National University of Shipbuilding conducted lecture on Combustion engines	
<b>In the field of development of Education Quality Management System</b>			
6.1.	Increase in satisfaction of customer – student by 5%	Rate of satisfaction of students was increased by 7% according to specialties	
6.2.	Survey of Teaching university alumni for the purpose of determination of level of satisfaction and employment-supporting competencies and interfering factors (15 alumni)	Survey of alumni was conducted; 32 alumni were surveyed	
6.3	Increase in satisfaction of crewing companies and other employers by 5%	Survey of 10 employers for the purpose of determination of level of their satisfaction was conducted. Level of their satisfaction was increased by 6 %.	
<b>In the field of development of material and technical resources</b>			
7.1.	Increase in library book collection by 5% in comparison with previous year	Library book collection has been replenished with 248 books, it is about 1.7%.	
7.2.	Increase in number (purchase) of computer devices, audio and visual facilities by 10%;	At the beginning of 2015, 256 units of computer devices and audio and visual facilities were recognized on the balance sheet. During 2015, 38 units were purchased (5 PCs, 12 Notebooks, 21 projecting devices), which means increase in by 16%.	
7.3.	Upgrading of Gmdss simulator (equipment with working console).	GMDSS simulator was equipped with working console	
<b>In the field of development of PR activity</b>			
8.1.	Arrangement of two “Door Open Days”	Two Door Open Days were arranged - February, September	
8.2.	Preparation and distribution of promotion materials (1 TV spot, leaflet - 1000 pcs. Calendar - 1000 pcs., pen - 1000 pcs.);	Prepared: 1 TV spot, leaflets, calendars, pens in sufficient amount	
8.3.	Placement of information and promotion materials at web-page.	Information and promotion materials are regularly placed at BNTU web-page.	

#### 4. Evaluation of internal audit results

In 2015, July 6-16, internal audit was conducted in Batumi Navigation Teaching University structural units for the purpose of compliance with the requirements of International Quality Standards ISO 9001:2008 and internal documentation.

Audit was conducted on the basis of №01-13 Order of the Rector as of June 29, 2015, sd №2-020101-08 “Internal quality audit procedures” and sd №2-030102-07-29.06.2015 “Planning schedule of Quality Management System internal audit”

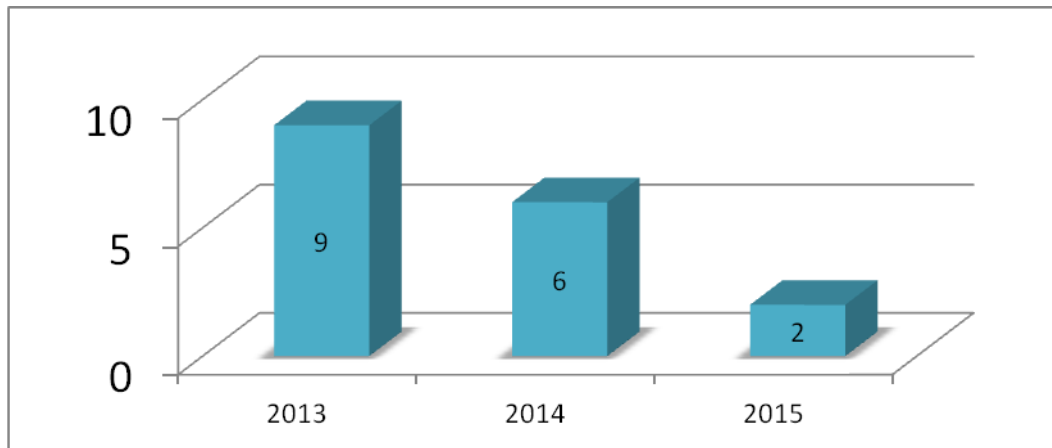
As a result of internal audit there were revealed 2 (two) nonconformities and 2 (two) observations, and corresponding acts of nonconformities and corrective measures and observation were executed. Together with the heads of sub-divisions corrective measures were developed and terms of elimination of nonconformities were fixed. Acts were sent to corresponding sub-divisions. Nonconformities were eliminated within fixed terms.

**Distribution of nonconformities revealed in BNTU Quality System elements during internal quality audit**

№	Titles of quality manual chapters	Number of nonconformities		
		«მ»	«უ»	Sum
4	Quality Management System	0	2	2
7	BNTU service provision	0	0	0
8	Measurement, analysis, improvement	0	0	0
Total nonconformities		0	2	2

Distribution of nonconformities revealed during internal quality audit is represented on diagram below according to years. Diagram shows that in 2010, during internal quality audit there were revealed 20 nonconformities, in 2011 - 12, in 2012 - 9, in 2013 - 9, in 2014 - 6 nonconformities, and in 2015 - 2 nonconformities.

**Diagram 1. Nonconformities revealed during internal quality audit according to years**



**4<sup>1</sup>. Report on results of record management audit conducted in BNTU sub-divisions in 2015**

On December 8-21, 2015, audit of records was conducted in Batumi Navigation Teaching University. Audit was aimed at inspection of files sorted in BNTU sub-divisions according to file register approved by office of records, determination of effectiveness of work with documents in BNTU sub-divisions; namely, fulfillment of requirements of approved procedure for record identification was audited, documents were selected for delivery to archive or for destruction by expert commission; also there were inspected legality of records in documents, completeness of documentation and observance of order of execution of documents. As a result of audit 22 acts were drawn up. Structural sub-divisions were given recommendations and terms for elimination of nonconformities. All the nonconformities were eliminated within the fixed terms.

Results of record audit showed that record-keeping process in sub-divisions is improved in comparison with previous years.

## 5. Results of Quality Management System external audit

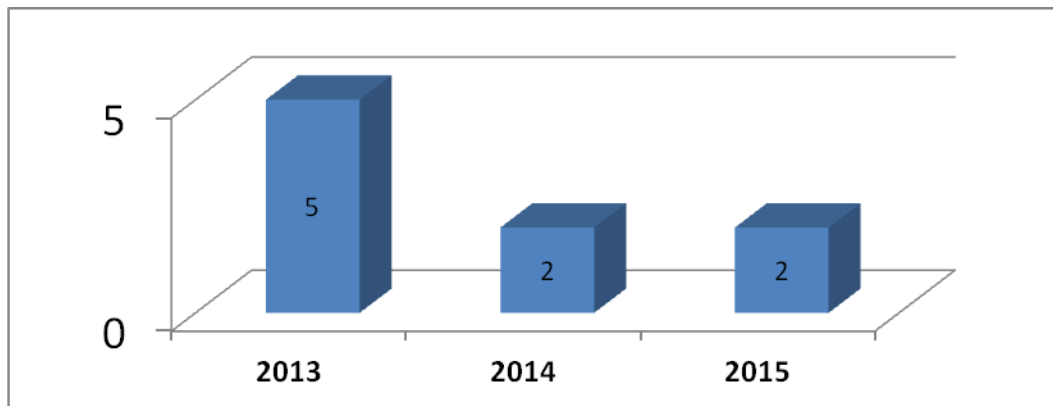
### 5.1 Measures for elimination of nonconformities revealed as a result of external audit of Quality Management System

On February 19, 2015, inspection audit of Quality Management System was conducted. As a result of audit, two acts of nonconformities and three acts of observation were drawn up. Plan of measures for elimination of nonconformities/correction of observations was developed (sd №2-020103-07-03.03.2015) and works for elimination of nonconformities were performed, namely:

1. On the basis of **Nonconformity Act № 15.00301.310-19.02.2015**, Quality Manager and Chief quality specialist prepared evaluation of service-provider company Geomari Ltd. In accordance with the requirements of Quality Manual sd№2-020101, and it was approved by the Head of Administration-Chancellor.
2. On the basis of **Nonconformity Act № 15.00302.310-19.02.2015**, Head of Administrative office and specialist revised Administrative Office File Register and new storage terms for files -19-01, 19-03, 19-10 were determined in accordance with the requirements of #72 Order of the Minister of Justice of Georgia (as of March 31, 2010) "List of typical managerial documents, drawn up during activity of organization" (with the indication of their storage terms).

In comparison with external audit results of previous years, nonconformities are reduced for example, in 2013 5 nonconformities were revealed, in 2014 - 2 nonconformities, in 2015 -2 nonconformities.

**Diagram 2. Nonconformities revealed during external audit of quality according to years**

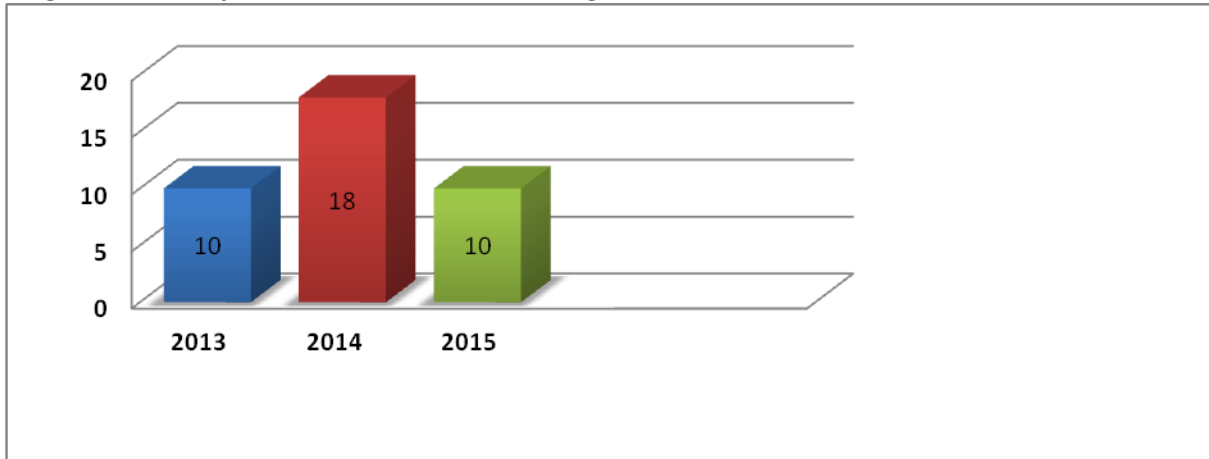


## 6. Audit conducted by Maritime Transport Agency Commission for inspection of maritime educational institutions and maritime training centers

During 2015, Maritime Transport Agency conducted two planned audits: first audit was conducted on April 24, 2015 (sd №№2-030102-07-02.06.2015 Plan of corrective measures in accordance with Protocol №4), and second – on October 23, 2015 (sd №2-030102-07-30.11.2015 Plan of corrective measures in accordance with №9 Report). All nonconformities/recommendations were eliminated/fulfilled within fixed terms. Fulfillment of one recommendation is planned for February 15, 2016.

## 7. Staff training

Diagram 3. Participation of BNTU staff in trainings and conferences



In 2015, 4 instructors and 6 professors and lecturers took training courses, which is absolutely enough based on current needs.

## 8. Works carried out by Quality Assurance Service

### 8.1. Summary analysis of academic year of 2014-2015

During academic year of 2014-2015, BNTU Quality Assurance Service conducted the following activities, required for the monitoring of educational process and university activity in general:

1. Monitoring of lectures (standard monitoring using approved survey forms);
2. Monitoring of public lecture-presentations (using newly developed presentation evaluation form);
3. Student survey regarding their satisfaction with the quality of educational process and organizational matters (using approved survey forms);
4. Student survey regarding their satisfaction with education quality (using approved survey forms);
5. Survey of employers regarding their satisfaction with BNTU alumni competencies (using approved survey forms);
6. Analysis of educational process results.

Abovementioned surveys allowed Quality Assurance Service to conduct unbiased analysis of educational process, make corresponding conclusions and give relevant recommendations to BNTU administrative units.

In particular, as a result of **monitoring of lectures** (analysis of survey forms of QAS representative attended lectures), beneficial and negative aspects of lecture process in BNTU were identified, namely,

**The following beneficial aspects deserve special mention:**

1. Interesting and diversified lectures - 80%;
2. Maximum involvement of students in lecture process - 80%;
3. Application of theme-related technical facilities - 90%;
4. High-level professional competence of lecturers - 85%.

**The following negative aspects deserve special mention**

1. 10% of lecturers violate requirements of time management and uses lecture hours ineffectively;
2. 5% of lecturers have problems with verbal presentation of materials (1 from 15).

Attendance of public lecture-presentations caused activation of lecturers with regard to visualization of lecture materials; minor defects of technical nature were identified for the purpose of correction of which technical support specialist of BNTU International Maritime Training Center was assigned to conduct consultations with teachers, in lecture-presentation evaluation form of which such defects of technical nature were indicated.

**Survey of satisfaction of students (analysis of survey results)** showed most of surveyed students of both, Marine-Engineering and Logistics faculties positively evaluates work of Teaching University with relation to quality of educational process and organizational part.

**Survey of student satisfaction with education quality (analysis of survey results)** showed maximum satisfaction of students of both faculties regarding 1.1 and 1.7 points of offered questionnaire, i.e. they are satisfied with knowledge evaluation system and attitude of lecturers towards students.

Minimum evaluation, as in the previous years, was given to the point, relating to the involvement of students in curriculum-independent activities.

As to other points, on the basis of survey results it should be said that students are satisfied that suggests us to think that education quality mechanisms in BNTU are functioning properly.

It is desirable to recommend BNTU student self-governance, as well as to curators of Logistics Faculty to provide involvement of their students in curriculum-independent activities more actively.

**Survey of satisfaction of employers (analysis of survey results of employers of Bachelor's programme alumni)**

All 10 potential employers highly evaluated professional competencies of BNTU alumni. On the basis of analysis of survey of academic year of 2013-14 it was identified that employers emphasized necessity of changes regarding foreign language knowledge and increasing in hours allocated for English language lectures. Requirements of employers were considered for the academic year of 2014-15. Recent survey confirms that level of satisfaction of employers is raise by 6% in comparison with previous year. During survey none of competencies was evaluated as "Not important" or "Absolutely unimportant", which means that competencies, provided for by educational programmes are adequate and focused on training of employable specialists.

**For the purpose of improvement of quality of teaching and learning and research activity in BNTU during academic year of 2014-15 the following was carried out:**

1. New joint Bachelor' degree educational programme – "Ship propulsive machinery" has been developed and accredited (co-implementer - Nikolayev Admiral Makarov National University of Shipbuilding (Ukraine);
2. On the basis of modifications to the Law of Georgia On Higher Education, changes have been made to the university Articles of Association, Internal Regulations, educational process governing regulations and joint educational programme;
3. Memorandum with the National Institute of Economic Development was signed that implies joint publication of scientific magazine;
4. Work on textbook "Methods of research" was started;
5. BNTU became a member of International Transport Education Consortium, among members of which are leading transport and technological higher institutions of Ukraine, Poland, Czechia, Slovakia;
6. Opportunities for conduction of next international conference in autumn 2016, as well as participant HEIs, main themes and priorities were highlighted.



**Beneficial aspects of administration process deserving special mention:**

1. Improvement of university rating and increasing number of students as a result of both, Unified National Exams and mobility;
2. Positive dynamics of mobility: number of students moved from other HEIs exceeds the number of students moved to other HEIs fourfold;
3. Material and technical resources designed for educational purposes completely fulfills requirements of BNTU students and lecturers, as well as ISO 9001:2008 and Marine Transport Administration.

**9. Educational process**

Analysis of educational process of academic year of 2014-2015, shows that educational process in BNTU is carried out in accordance with the requirements of current programmes.

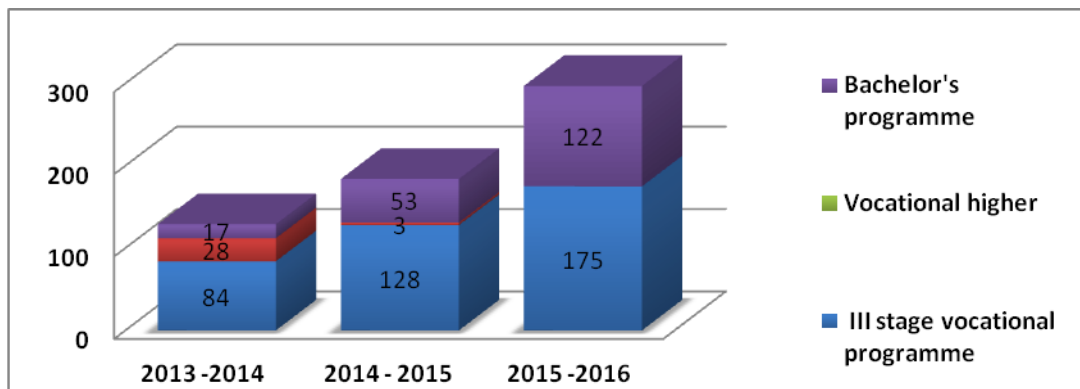
Conducted analysis allows identifying main components of educational process in BNTU such as:

1. Teaching staff;
2. Students;
3. Teaching content;
4. Material and technical provision of educational process;
5. Class time;
6. Economic costs;
7. Teaching technologies

Interrelation and interconnection of abovementioned components form educational process structure. Hence, measures for improvement of educational process quality should be developed taking into consideration of these components.

**9.1. Marine-Engineering Faculty**

**Diagram 5. Number of students of Marine-Engineering Faculty according to years**



On the basis of diagram above it may be said that number of students enrolled at Marine-Engineering Faculty is increased in by 61% in comparison with previous year.

Number of students of Bachelor’s program is increased in, however, this was caused by the number of students moved by mobility (100 students), and number of students enrolled as a result of Unified National Exams amounted to 14, which is the same as in previous year.

This may be due to the following external factors:

1. Reduction of number of persons willing to get maritime education;
2. Most of prospective students could not pass Unified National Exams;

3. Current competitive environment in the field of maritime education

9.2. Logistics Faculty

Diagram 6. Number of students of Logistics Faculty according to years

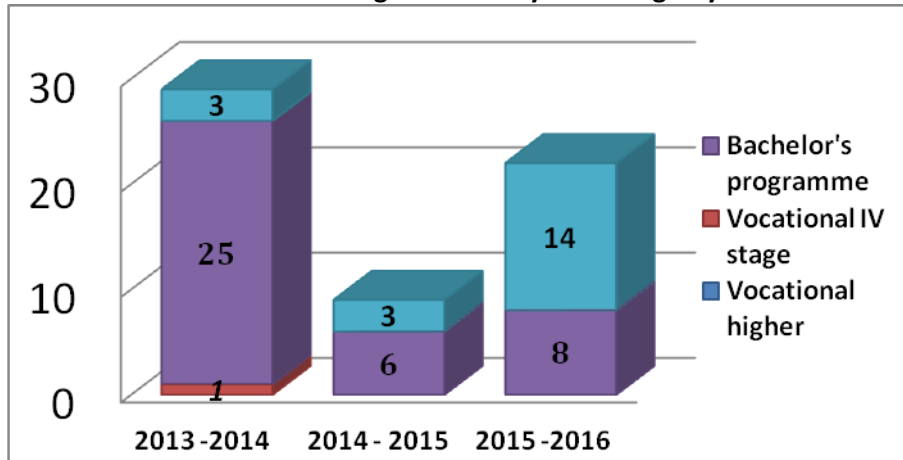


Diagram shows that number of students at Logistics Faculty, as well as at Master's programme is increased in in comparison with previous year.

This may be due to the following factors:

1. Intense development of logistics as industry in Georgia;
2. Increase in number of logistics firms and companies;
3. Process of formation of Georgia as Eurasian corridor;
4. Growth of demand on high-qualified transportation field experts in employment market.

**Evaluation of educational programs and recommendations**  
**Bachelor's educational programme Marine Navigation**

Evaluation of programme by implementing institution
Strengths
<ul style="list-style-type: none"><li>• The programme is accredited on the basis of #190 Resolution of Accreditation Council as of December 10, 2013;</li><li>• The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates;</li><li>• Marine Navigation Bachelor's programme is a special higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia (including Law of Georgia On Training and Certification of Mariners), International Conventions, statutory documents and standards – International Maritime Convention, STCW-78 (International Convention on standards for training, certification and watchstanding), Manila Changes of 2010, IMO statutory documents, International Maritime Registrar;</li><li>• Teaching University academic staff and invited experts, as well as representative private sector employed in maritime field, employers and marine field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers;</li><li>• Human resources involved in implementation – marine field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes;</li><li>• Material resources corresponding to the programme specificity – laboratories equipped in accordance with International standards, special training rooms, ship devices hall, training center and simulator training center equipped with simulators and state-of-the-art software Navi-Trainer RADAR/ARPA/ECDIS: simulators (Liquid Cargo Handling Simulator (LCHS 4000/5000) and special equipped rooms: Elementary First Aid, Oil and Chemical Tanker, Fire prevention and Fire Fighting, Personal Safety and social responsibilities, Personal Survival Techniques, Tanker familiarization, ISPS Code, Dangerous goods and training ship Elite that provide proper implementation of programme, special training of students to obtain right of employment on a ship, and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in crewing companies;</li><li>• Compliance of competencies of programme alumni (Bachelor of Marine Sciences (Marine Navigation) with international standards provides their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master's programme);</li><li>• The programme provides possibilities for alumni to be employed by specialty in international navigation and crewing companies. Programme alumni are able to gradually obtain next rank of navigator of commanding staff on the basis of recognized term of service on a ship and corresponding training in accordance with the Law of Georgia on Training and Certification of Mariners (from captain's mate through shipmaster);</li><li>• For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies.</li></ul>

<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• Due to the small number of alumni, it is not possible to evaluate programme on the basis of ratio of programme students and programme alumni .</li> </ul>
<b>Development possibilities</b>
<ul style="list-style-type: none"> <li>• Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students;</li> <li>• Possibilities of involvement of persons with many-years working experience in marine industry in the implementation of programme, including foreign experts;</li> <li>• Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.</li> </ul>
<b>Implementation risks</b>
<ul style="list-style-type: none"> <li>• Permanently increasing competition regarding employment in marine industry and availability of experts in education market;</li> <li>• Difficulties relating to employment of programme alumni in local labor market due to absence of fleet.</li> </ul>

**Bachelor's educational programme Ship Mechanics**

<b>Evaluation of programme by implementing institution</b>
<b>Strengths</b>
<ul style="list-style-type: none"> <li>• The programme is accredited on the basis of #191 Resolution of Accreditation Council as of December 10, 2013;</li> <li>• The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates ;</li> <li>• Ship Mechanics Bachelor's programme is a special higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia (including Law of Georgia On Training and Certification of Mariners), International Conventions, statutory documents and standards – International Maritime Convention, STCW-78 (International Convention on standards for training, certification and watchstanding), Manila Changes of 2010, IMO statutory documents, International Maritime Registrar;</li> <li>• Teaching University academic staff and invited experts, as well as representative private sector employed in maritime field, employers and marine field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers;</li> <li>• Human resources involved in implementation – marine field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes;</li> <li>• Material resources corresponding to the programme specificity - laboratories equipped in accordance with International standards, special training rooms, ship devices hall, training center and simulator training center equipped with simulators and state-of-the-art software; simulators (Engine Room Simulator ERS 2000/3000, Liquid Cargo Handling Simulator (LCHS 4000/5000) and special equipped rooms : Engine Team and Resource Management, Elementary First Aid, Oil and Chemical Tanker, Fire prevention and Fire Fighting, Personal Safety and social responsibilities, Personal Survival Techniques, Tanker familiarization, ISPS Code, Dangerous goods and training ship Elite that provide proper implementation of programme, special training of students to obtain right of employment on a ship, and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in crewing companies;</li> <li>• Compliance of competencies of programme alumni (Bachelor of Marine Sciences (Ship Mechanics) with international standards will provide their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master's programme);</li> <li>• The programme provides possibilities for alumni to be employed by specialty in international navigation and crewing companies. Programme alumni are able to gradually obtain next rank of navigator of commanding staff on the basis of recognized term of service on a ship and corresponding training in accordance with the Law of Georgia on Training and Certification of Mariners (from captain's mate through shipmaster);</li> <li>• For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies</li> </ul>

<b>Weaknesses</b>
<ul style="list-style-type: none"><li>• It is not possible to evaluate programme on the basis of ratio of programme students and programme alumni .</li></ul>
<b>Development possibilities</b>
<ul style="list-style-type: none"><li>• Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students;</li><li>• Possibilities of involvement of persons with many-years working experience in marine industry in the implementation of programme, including foreign experts;</li><li>• Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.</li></ul>
<b>Implementation risks</b>
<ul style="list-style-type: none"><li>• Permanently increasing competition regarding employment in marine industry and availability of experts in education market;</li><li>• Difficulties relating to employment of programme alumni in local labor market due to absence of fleet .</li></ul>

**Bachelor’s educational programme “Organization and Management of International Transportation”**

Evaluation of programme by implementing institution
<b>Strengths</b>
<ul style="list-style-type: none"> <li>• The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates;</li> <li>• Organization and Management of International Transportation Bachelor’s programme is the higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia;</li> <li>• Teaching University academic staff and invited experts, as well as representative private sector employed in logistics field, employers and transportation field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers;</li> <li>• Human resources involved in implementation – logistics field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes;</li> <li>• Material resources corresponding to the programme specificity – laboratories equipped in accordance with International standards, special training rooms provide proper implementation of programme, special training of students to obtain right of employment in logistics companies and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in logistics companies;</li> <li>• Compliance of competencies of programme alumni (Bachelor of Transportation) with national and international standards provides their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Master’s programme);</li> <li>• The programme provides possibilities for alumni to be employed by specialty in local and international transportation and logistics companies.</li> <li>• For the purpose of employment of programme alumni Teaching University has concluded contracts with logistics companies.</li> </ul>
<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• Due to the small number of alumni, it is not possible to evaluate programme on the basis of ratio of programme students and programme alumni .</li> </ul>
<b>Development possibilities</b>
<ul style="list-style-type: none"> <li>• Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students;</li> <li>• Possibilities of involvement of persons with many-years working experience in logistics field in the implementation of programme, including foreign experts;</li> <li>• Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.</li> </ul>
<b>Implementation risks</b>
<ul style="list-style-type: none"> <li>• Difficulties relating to employment of programme alumni in local labor market due to insufficient development of logistics field in Georgia .</li> </ul>

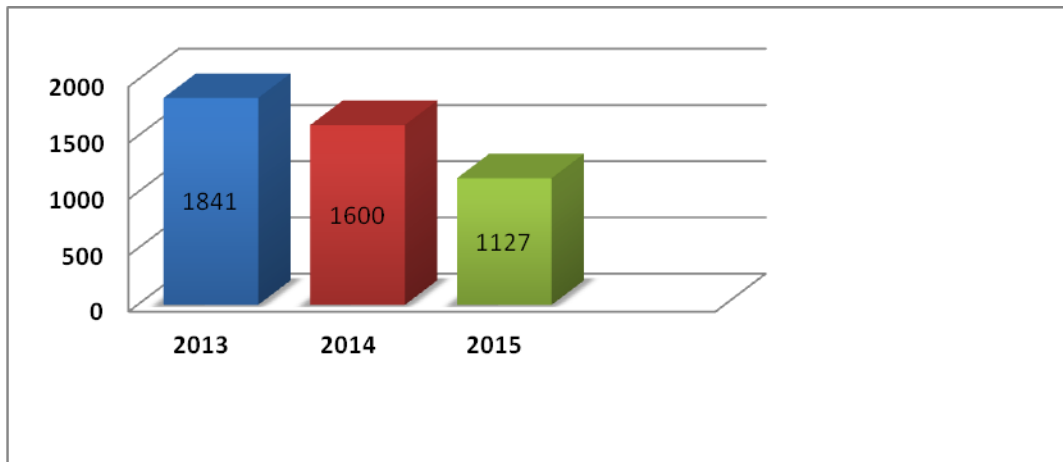
**Master’s educational programme “Transport logistics”**

<b>Evaluation of programme by implementing institution</b>
<b>Strengths</b>
<ul style="list-style-type: none"> <li>• The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates ;</li> <li>• Transport Logistics Master’s programme is the higher educational programme, which in terms of its content and alumni competencies corresponds to the requirements of the effective Law of Georgia ;</li> <li>• Teaching University academic staff and invited experts, as well as representative private sector employed in logistics field, employers and transportation field experts were participated in improvement of programme content and formation of alumni competencies that provide consideration of current needs of industry and requirements of employers;</li> <li>• Human resources involved in implementation – logistics field experts, competencies, many-years professional experience and special training of which are directed to proper implementation of programme and provide achievement of planned outcomes;</li> <li>• Material resources corresponding to the programme specificity – laboratories equipped in accordance with International standards, special training rooms provide proper implementation of programme, special training of students to obtain right of employment in logistics companies and formation of practical skills of programme alumni in accordance with international standards and conventions, including by means of practical and sailorizing internship in logistics companies.</li> <li>• Compliance of competencies of programme alumni (Master of transport) with national and international standards provides their competitiveness in Georgian and international education and labor markets, possibilities for employment and continuation of study at next level of higher academic education (Doctoral programme);</li> <li>• The programme provides possibilities for alumni to be employed by specialty in local and international transportation and logistics companies.</li> <li>• For the purpose of employment of programme alumni Teaching University has concluded contracts with logistics companies.</li> </ul>
<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• Due to the small number of alumni, it is not possible to evaluate programme on the basis of ratio of programme students and programme alumni.</li> </ul>

<b>Development possibilities</b>
<ul style="list-style-type: none"> <li>• Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students;</li> <li>• Possibilities of involvement of persons with many-years working experience in logistics field in the implementation of programme, including foreign experts;</li> <li>• Possibilities of programme development and improvement of each programme component on the basis of cooperation of academic staff, persons with professional experience, field experts and representatives of various companies.</li> </ul>
<b>Implementation risks</b>
<ul style="list-style-type: none"> <li>• Difficulties relating to employment of programme alumni in local labor market due to insufficient development of logistics field in Georgia.</li> </ul>

## 10. International Maritime Training Center

**Diagram 4.** Number of trainees of International Maritime Training Center according to years:



Trainees of the International Maritime Training Center are BNTU alumni and mariners/maritime field experts. Diagram shows decrease in number of trainees in comparison with previous year approximately by 30%, which is caused by the reduction in number of BNTU alumni (Vocational III, IV stages and vocational higher education) and enrolled students during recent three years.

### 10.1. Results of evaluations of courses and instructors by trainees

Quality Assurance Service analyzes evaluation of training courses annually, and it is aimed at identification of indicators of quality of implementation of courses and readiness for implementation of such courses (equipment, study environment and conditions). At present analysis of evaluation of 15 basic courses is conducted. Based on survey results, most of answers are positive regarding quality of implementation and content of educational courses, which is due to improvement of material and technical resources, continuous enhancement of programmes, maintenance of qualification of instructors and their retraining.

## 11. Library

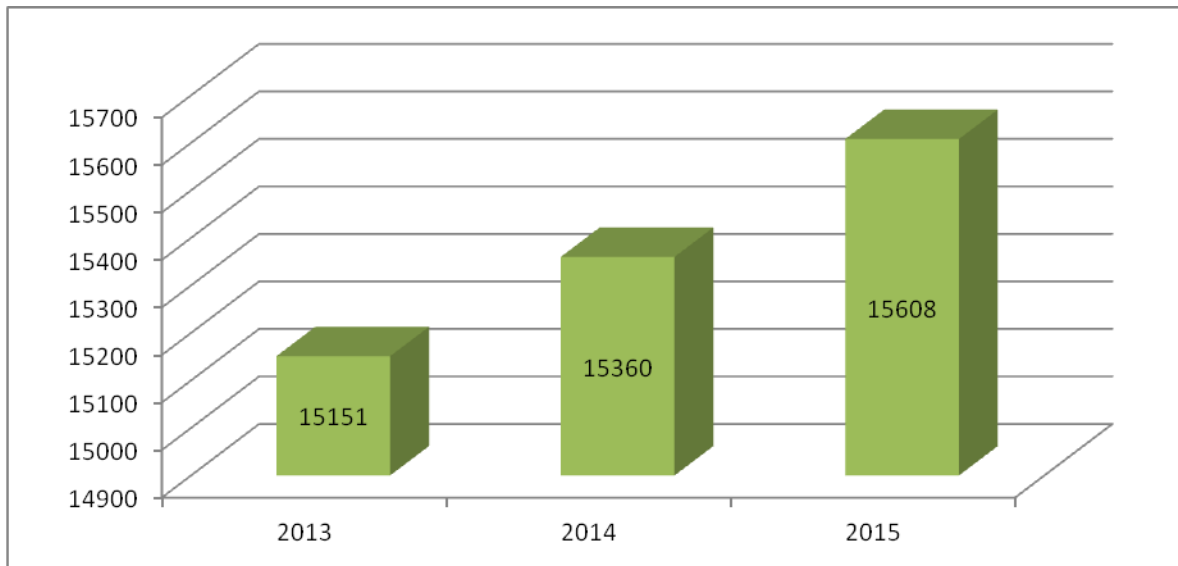
In 2015, library book collection has been replenished by 248 books; among them, special literature -81 books, foreign language books – 23, glossary and guidebooks - 51, literary read- 41 and other - 52. Book collection was increased by about 1,7 %, and in comparison with 2014, approximately by 98%.

In 2015, 113 members of a library were registered, and annual book circulation amounted to 500.

Diagram below demonstrates incoming delivery of books in library on the basis of data of recent three years, showing that number of books in library is increased in comparison with previous years. It should be also noted that number of books related to specialty was increased by about 70% in comparison with previous year, in 2013 – by 30%, in 2014 – by 40%, and in 2015- by 103%.



Diagram 7. Number of books in library according to years



## 12. Fulfillment of fundamental processes

1. All educational programmes effective in BNTU are developed and approved properly.
2. Programmes of International Maritime Training Center are developed, agreed and approved properly. Within analysis period, corresponding recommendations were developed on remarks and weaknesses related to fundamental processes, and corresponding works were performed

## 13. Works performed according to nonconformities revealed in everyday activity

- a. BNTU applies “Log-book for registration of nonconformities revealed in everyday activity”-in accordance with sd№2-020101-05 - “Management Procedures of Nonconforming Services”.
- b. This log-book is used in sub-divisions as well, where any nonconformity is fixed and eliminated within predetermined terms.

## 14. Analysis of complaints

- a. For recoding and analysis of complaints BNTU is keeping “Complaint registration log-book” in the established form.
- b. Within analysis period no complaints were received.

## 15. Sufficiency of statutory documents

- a. Completeness of statutory documents was analyzed during internal and external audits.
- b. BNTU has full set of statutory documents for the purpose of Quality Management System provision.

## 16. Recommendations for improvement of Quality Management System

- Conduction of periodic inspection of documents;
- Continuous monitoring of national legislation and modifications made, and notification of concerned persons about it;
- Improvement and enhancement of recordkeeping;
- Preparation for introduction of new quality standards in BNTU.

- Re-training/ proficiency enhancement of teachers and instructors;
- Conduction of themed internal trainings (1 training “Active teaching in higher education institution”);
- Analysis of material and technical resources of departments and purchase of required equipment, guidance facilities and literature;
- Provision of International Maritime Training Center with internal and external statutory documents;
- Revision of current forms and staff job instructions and their re-issuance.

### 17. Conclusion

3. Quality Management System is introduced in BNTU since 2002.
4. QMS corresponds to ISO 9001:2008 requirements, internal procedures, and activity governing documents.
  - a. QMS corresponds to the policy in the field of quality and it is effective;
  - b. Quality Assurance Service was established in the University in 2008 which operates in accordance with the regulations of national system of education quality development;
5. Policy in the field of quality corresponds to the requirements of ISO 9001:2008 and BNTU Administrations;
  - c. Policy in the field of quality: General policy and strategy, and policy in the field of quality, as well as objectives and obligations in the field of quality are determined by BNTU Administration and whole BNTU staff is aware of;
  - d. Additional resources are required for improvement of Quality Management System and its better functioning;
  - e. Corrective measures are developed according to nonconformities revealed during QMS internal and external audits, and they are eliminated within fixed terms;
  - f. Staff is familiarized with QMS requirements and involved in related activities;
  - g. Preparation for introduction of new standard of Quality Management System is planned for 2016.
  - h. Results of analysis, remarks and recommendations referred to in this document shall be applied for the purpose of development of objectives in the field of quality of BNTU for the year of 2016.

Agreed:

Head of Quality Assurance Service

N. Miqeltadze

Quality Manager

O. Tsintsadze

Chief quality specialist of International Training Center

E. Chikovani