



BATUMI NAVIGATION TEACHING UNIVERSITY LTD

APPROVED BY

Representative Board Resolution #-----

Chairman of Representative Board

----- L. Khvedelidze

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Report on Quality Management System Analysis of 2016

sd№2-020101-01

**Batumi
2017**

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

- 1.1 Report on Batumi Navigation Teaching University Quality Management System Analysis for the year of 2017, 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:
1. Results of educational process analysis;
 2. Results of internal and external audits;
 3. Results of analysis of documentation of Quality System elaborated and introduced in BNTU in accordance with ISO 9001:2008 International Standards;
 4. Results of elimination of other identified nonconformities;
 5. Customer feedback;
 6. Functioning of processes and compliance of services;
 7. Changes that may affect Quality Management System;
 8. 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 (2015) and taking into account of long-term strategic plan of development, there were set goals in the field of quality for the year of 2016, namely :

| No | Goals of 2016 in the field of quality | Fulfillment | Note |
|--|---|--|------|
| 1. In the field of educational activity | | | |
| 1.1 | Retraining / Qualification upgrading courses for professors, lecturers and instructors – 6 specialists were sent; | 17 instructors, 4 administrative staff members and 4 professors and teachers took Retraining / Qualification upgrading courses. In total, 25 specialists were trained. | |
| 2. In the field of scientific and innovative activity | | | |
| 2.1 | Scientific conferences and workshops (1 scientific conference, 1 internal training relating to modern teaching technologies); | 1 International Scientific Conference “Current social and economic problems and ways of their solution” was conducted | |
| 2.2 | Updating of lecture courses (readers) (3 lecture courses per programme); | Prepared/updated following lecture courses: „Electric devices, high-voltage electricity and electric devices” (Book I), “Ship equipment and its automation, maintenance and operation” (Book II); “Materials science”; “Applied mechanics and machinery parts” | |
| 2.4 | Conduction of scientific popular lectures for the purpose of provoking interest of students of research activity (2 lectures) | Scientific workshop on North sea corridor” and students research-to practice | |

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|--|---|--|--|
| | | conference "Big figures in small frame" were conducted | |
| 3. In the field of development of social and educational activity | | | |
| 3.1 | 10% discount on tuition fee for successful students | 10% discount on tuition fee was applied to 14 students | In 2015 - 9 students; |
| 3.2 | Support of professional growth of young employees - 2 specialists | Training of 2 employees was funded: E. Chikovani, K. Goletiani | |
| 4. In the field of development of information activity | | | |
| 4.1 | Introduction of electronic management and evaluation system | Relevant software has been purchased and installed, which at present operates in test mode. | |
| | Equipment of 2 lecture halls with multimedia equipment for the purpose of application of modern technologies in educational process | 4 lecture halls were equipped with multimedia equipment (projection device) | |
| 5. In the field of international cooperation | | | |
| 5.1. | Participation in international conference (1 conference) | II research-to-practice conference "Modern management: Problems, studies, assumptions" dedicated to the International Day of the Seafarers (BNTU) II research-to-practice conference Modern technologies, Economics and Law" (co-organization, Slovakia-Poland) International Conference „Economics and Business“; | Participants: BNTU Professors K. Goletiani and B. Gechbaia |
| 5.2. | Invitation of one foreign marine field expert for the purpose of conduction of public lecture for navigation specialty students | Prof. S. Rizhkov, Rector, Nikolayev Admiral Makarov National University of Shipbuilding | |
| 6. In the field of development of Education Quality Management System | | | |
| 6.1. | Increase in satisfaction of customer – student by 5% | Rate of satisfaction of students was increased by 5% 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 (20 alumni) | Survey of alumni was conducted; 20 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 %. | |
| 7. In the field of development of material and technical resources | | | |
| 7.1. | Increase in library book collection by 5% in comparison with | Library book collection has been replenished with 248 | |

| | | | |
|--|---|--|--|
| | previous year | books, it is about 1%. | |
| 7.2. | Increase in number (purchase) of computer devices, audio and visual facilities by 10%; | During 2016, 18 units were purchased (8 PCs, 5 printers, 4 projecting devices), which means increase in by 16% | |
| 8. In the field of development of PR activity | | | |
| 8.1. | Arrangement of "Door Open Day" and offsite promotion visits | Two Door Open Days were arranged - February, September; offsite visits in region's schools | |
| 8.2. | Preparation and distribution of promotion materials (1 TV spot, leaflet - 500 pcs. Calendar - 500 pcs., pen - 500 pcs.);; | Prepared: 1 TV spot, leaflets, calendars, pens in sufficient amount | |

4. Evaluation of internal audit results

In 2016, 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 №01-10 Order of the Rector as of June 28, 2016, sd №2-020101-08 "Internal quality audit procedures" and sd №2-030102-07-27.06.2016 "Planning schedule of Quality Management System internal audit".

As a result of internal audit there were revealed 9 (nine) nonconformities, and corresponding acts of nonconformities and corrective measures 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 | | |
|-----------------------|-----------------------------------|---------------------------|-----|-----|
| | | «0» | «1» | Sum |
| 4 | Quality Management System | 0 | 8 | 8 |
| 7 | BNTU service provision | 0 | 1 | 1 |
| Total nonconformities | | 0 | 9 | 9 |

In 2017, January 23-30, unscheduled 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: 2015 and internal documentation.

On the basis of results of unscheduled internal audit it may be said that BNTU Quality Management System corresponds to the requirements of International Quality Standard ISO 9001:2015; there were only few minor nonconformities, which do not affect the quality of processes in BNTU; hence, the organization may be represented for re-certification in accordance with the requirements of new version of International Quality Standard.

Distribution of nonconformities revealed during internal quality audit is represented on diagram below according to years. Diagram shows that in 2016, during internal quality audit there were revealed 9 nonconformities and in 2017 - 5.

4¹. Report on results of record management audit conducted in BNTU sub-divisions in 2016

On December 12-22, 2016, 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 20 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. Quality Assurance Service, Administrative office and archive permanently carry out works for improvement of record-keeping procedures.

3. Results of Quality Management System external audit

On January 28, 2016, II supervisory 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 №2-020103-07-15.02.2016) and works for elimination of nonconformities were performed. All the nonconformities were eliminated within fixed terms.

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

During 2016, Maritime Transport Agency conducted two planned audits: first audit was conducted on April 12, 2016 (sd №2-030102-07-04.05.2016 Plan of corrective measures in accordance with №2 Report), and second – on October 21, 2016 (sd №2-030102-07-01.12.2016 Plan of corrective measures in accordance with №7 Report). All nonconformities/recommendations were eliminated/fulfilled within fixed terms.

6. Staff training

In 2016 there were planned retraining of 6 specialists. 17 instructors, 4 administrative staff members and 4 professors and lecturers completed retraining.

7. Works carried out by Quality Assurance Service

7.1. Summary analysis of academic year of 2015-2016

Summary analysis of academic year of 2015-16 and recommendations

During academic year of 2015-2016, BNTU Quality Assurance Service conducted the following activities, required for the monitoring of educational process and university activity in general:

1. Monitoring of lectures;
2. Student survey regarding their satisfaction with the quality of educational process and organizational matters;
3. Student survey regarding their satisfaction with education quality;
4. Survey of employers regarding their satisfaction with BNTU alumni competencies;
5. Survey "Evaluation of educational process by a student";

6. Monitoring of lecture-presentations;
7. 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**, beneficial and negative aspects of lecture process in BNTU were identified, namely

The following beneficial aspects deserve special mention

1. Interesting and diversified lectures - 85%;
2. Maximum involvement of students in lecture process - 85%;
3. High-level professional competence of lecturers - 85%.
4. Educational process is result –oriented to the maximum - 90%;
5. In contrast with previous years, students are fully informed about educational process - 95%;
6. Both, students and lecturers are satisfied with the level of technical equipment - 95%;
7. Knowledge evaluation system is relevant and comfortable for students, as well as for lecturers - 95%;
8. Level of satisfaction of employers is raised - 10%.

The following negative aspects deserve special mention:

5% of lecturers violate requirements of time management and uses lecture hours ineffectively.

Based on abovementioned, Quality Assurance Service is going to conduct one internal and one external trainings for BNTU lecturers.

During academic year 2015-16, 92 BNTU students were surveyed in total.

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. Scope and content of educational courses, information delivered by teachers and Administration are acceptable for all BNTU students. Evaluations such as “Bad/”Worst” has not been given.

Analysis of academic year 2014-15 showed that some students were dissatisfied with insufficiency of contact hours in specialty subjects. This defect was completely eliminated for 2015-16 academic year.

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. It should be also noted that from 2016-17 academic year BNTU will apply e-system of management of education process, which will make possible transparency of evaluation process to the maximum.

During the same survey of previous year minimum evaluation was given to the point, relating to the involvement of students in curriculum-independent activities. Although the percentage of students dissatisfied with this point is reduced (20% - 2014-15; 12% - 2015-16), survey showed that this problem is still topical for BNTU.

It is desirable to recommend BNTU Administration to appoint responsible person who will coordinate BNTU student self-governance, curators and persons responsible for international relationships, provide execution of new contracts with sports organizations, students and youth associations, and promote diversification of activities of BNTU students.

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

On the basis of survey results it is obvious that not only special knowledge and skills are important for employers, but their abilities to immediately and properly obtain and use competencies, which correspond to their official duties. Hence, theoretical knowledge and practical skills obtained in academic environment are not sufficient; it is necessary for students to form motivation of personal development, continuation of study, enhancement of knowledge and skills, as well as knowledge of foreign language, modern information and communication technologies and special software and their application in practice are also very important. On the basis of analysis of survey results we can talk about employer's expectations and areas of improvement of alumni competencies that will promote improvement of educational programmes, compliance of learning outcomes with labor market requirements, and in the view of this, provision of alumni competitiveness.

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.

Employer is satisfied with the involvement of BNTU educational and educational programme development processes.

Batumi Navigation Teaching University Quality Assurance Service gives recommendations to Marine-Engineering and Logistics Faculties to consider defects identified as a result of survey and analysis conducted by QAS and their elimination ways in faculty plans for 2016-17 academic year. As well as, form task groups at both faculties, which will provide conduction of trainings for lecturers (proposed period - 25.08-20.09, 2016) and BNTU students (immediately after commencement of educational process) regarding "E-system of educational process" to be introduced in BNTU from 2016-17 academic year .

Based on all abovementioned, BNTU Quality Assurance Service favorably evaluates works performed in BNTU during 2015-16 academic year for the purpose of improvement of education quality.

8. Educational process

Analysis of educational process of academic year of 2015-2016, 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:

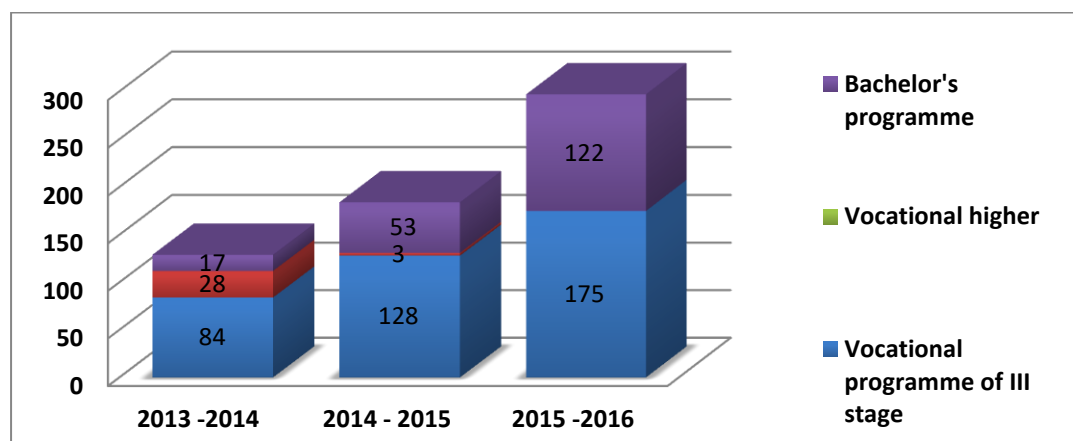
1. Teaching staff;
2. Students;
3. Teaching content;
4. Material and technical provision of educational process;
5. Class time;
6. Economic costs;
7. Teaching technologies

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.

See, quantitative indices of academic performance of students in Annex 1.

9.1. Marine-Engineering Faculty

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



Number of students, enrolled at Marine-Engineering Faculty

Marine Navigation: Bachelor: by Unified National Exams – 32, by mobility – 7, foreign students - 10.

Ship Mechanics: Bachelor: by Unified National Exams -11, by mobility – 3, foreign students - 2.

Number of vocational programme students: deck sailor - 115, engine room sailor -104, electrician- 22.

Total, at Marine-Engineering Faculty: Bachelor, I course - 65, vocational student -247.

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 43, which is more in comparison with previous year by 29 students.

This is 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

In 2016-2017 academic year, 16 students were enrolled at Logistics Faculty, including at Master's programme -12 students, and at Bachelor's programme - 4 students.

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"> • The programme is accredited on the basis of #190 Resolution of Accreditation Council as of December 10, 2013; • The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates; • 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; • 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; • 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; • 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; • 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); • 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); • For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies. |
| Weaknesses |
| <ul style="list-style-type: none"> • No weaknesses at this stage |
| Development possibilities |
| <ul style="list-style-type: none"> • Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students; • Possibilities of involvement of persons with many-years working experience in marine industry in the implementation of programme, including foreign experts; • 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. |
| Implementation risks |
| <ul style="list-style-type: none"> • Difficulties relating to employment of programme alumni in local labor market due to absence of fleet. |

Bachelor's educational programme Ship Mechanics

| Evaluation of programme by implementing institution |
|---|
| Strengths |
| <ul style="list-style-type: none"> • The programme is accredited on the basis of #191 Resolution of Accreditation Council as of December 10, 2013; • The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates ; • 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; • 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; • 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; • 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; • 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); • 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); • For the purpose of employment of programme alumni Teaching University has concluded contracts with crewing companies • Joint Georgian-Ukraine programme "Ship propulsive machinery" (№84 Resolution of Accreditation Council as of 24.07.2015) was developed on the basis of this programme and educational programme of Nikolayev Admiral Makarov National University of Shipbuilding (Ukraine) "Maintenance of ship propulsive machinery". Program implementation will be commenced from 2016-17 academic year. |
| Weaknesses |
| <ul style="list-style-type: none"> • No weaknesses at this stage |
| Development possibilities |
| <ul style="list-style-type: none"> • Possibilities of involvement of persons with many-years working experience in marine industry in the implementation of programme, including foreign experts ; • 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. |
| Implementation risks |

- | |
|--|
| <ul style="list-style-type: none"> Difficulties relating to employment of programme alumni in local labor market due to absence of fleet. |
|--|

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

| Evaluation of programme by implementing institution |
|--|
| Strengths |
| <ul style="list-style-type: none"> The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates; 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; 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; 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; 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; 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); The programme provides possibilities for alumni to be employed by specialty in local and international transportation and logistics companies. For the purpose of employment of programme alumni Teaching University has concluded contracts with logistics companies. |
| Weaknesses |
| <ul style="list-style-type: none"> No weaknesses at this stage |
| Development possibilities |
| <ul style="list-style-type: none"> Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students; Possibilities of involvement of persons with many-years working experience in logistics field in the implementation of programme, including foreign experts; 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. |
| Implementation risks |
| <ul style="list-style-type: none"> Not identified at this stage, as there is increasing demand on this specialty. |

Master’s educational programme “Transport logistics”

| Evaluation of programme by implementing institution |
|---|
| Strengths |
| <ul style="list-style-type: none"> • The programme is accredited on the basis of #193 resolution of Accreditation Council as of December 10, 2013; • The programme is implemented by Teaching University, which holds Quality Management ISO 9001:2008 and IQNet International Certificates; • 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 ; • 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; • 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; • 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. • 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); • The programme provides possibilities for alumni to be employed by specialty in local and international transportation and logistics companies. • For the purpose of employment of programme alumni Teaching University has concluded contracts with logistics companies. |
| Weaknesses |
| <ul style="list-style-type: none"> • 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. |
| Development possibilities |
| <ul style="list-style-type: none"> • Memorandums of understanding with foreign higher educational institutions for the purpose of implementation of joint programmes and exchange of students; • Possibilities of involvement of persons with many-years working experience in logistics field in the implementation of programme, including foreign experts; |
| Implementation risks |
| <ul style="list-style-type: none"> • Not identified at this stage, as there is increasing demand on this specialty. |

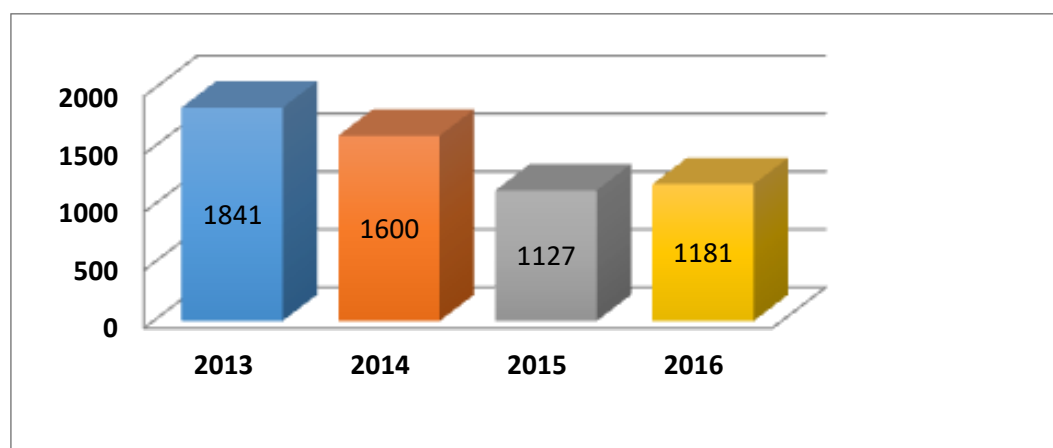
10. International Maritime Training Center

On April 25, 2016, Batumi Navigation Teaching University was audited by Micronesia Maritime Administration. On December 14, 2016, BNTU obtained recognition of Micronesia Maritime Administration.

On September 5-7, 2016, BNTU International Maritime Training Center was audited by Panama Maritime Administration. On the basis of audit three recommendations were given. On January 11, 2017, the Center obtained recognition of Panama Maritime Administration.

From November 229 through December 1, 2016, the Center was audited by Honduras Maritime Administration. On February 9, 2017, the Center obtained recognition of Honduras Maritime Administration.

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.

Although, number of trainees in 2014-2015 was reduced in comparison with 2013, generally due to the reduction in number of BNTU alumni (Vocational III, IV stages and vocational higher education) and enrolled students during recent three years, number of trainees in 2016 is increased in comparison with 2015, which is a growth trend in any case.

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 10 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

Today, library book collection includes 16010 books. During 2016, book collection has been increased by 150 units of book, among them, special literature -115, literary read – 30, and glossary – 5. Based on these data, book collection in 2016 has been increased by 0.94% in comparison with 2015.

At present, 264 members of a library are registered (114 member in 2016), and 300 books were taken out. Annual book circulation amounted to 400 units of book, among which special literature -200, foreign language books – 55. Circulation of books among lecturers amounted to 45.

12. Fulfillment of fundamental processes

12.1. All educational programmes effective in BNTU are developed and approved properly.

12.2. 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

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

14. Analysis of complaints

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

15. Sufficiency of statutory documents

- 15.1. Completeness of statutory documents was analyzed during internal and external audits.
- 15.2. BNTU has full set of statutory documents for the purpose of Quality Management System provision.
- 15.3. In 2016, all internal statutory documents have been revised and relevant changes have been made in accordance with the requirements of new edition of International Quality Standard ISO 9001:2015; new editions of internal statutory documents have been issued.

16. Recommendations for improvement of Quality Management System

- Familiarization with Quality Management System documentation by responsible staff and carrying out of activity in accordance with the requirements of these documents;
- Monitoring of recordkeeping;
- Optimization of organizational structure;
- 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;
- Inspection of introduction of new Quality Standard ISO 9001:2015 in BNTU;
- Re-training/ proficiency enhancement of teachers and instructors;
- Conduction of themed internal trainings;
- 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;

17. Conclusion

1. Quality Management System is introduced in BNTU since 2002.
2. QMS corresponds to ISO 9001:2008 requirements, internal procedures, and activity governing documents.
3. QMS corresponds to the policy in the field of quality and it is effective;
4. Policy in the field of quality corresponds to the requirements of ISO 9001:2015 and BNTU Administrations;
5. 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;
6. Additional resources are required for improvement of Quality Management System and its better functioning;
7. Corrective measures are developed according to nonconformities revealed during QMS internal and external audits, and they are eliminated within fixed terms
8. Staff is familiarized with QMS requirements and involved in related activities;
9. 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 2017.

Agreed:

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