

PROCESS LANDSCAPE

BASED ON THE EUROPEAN CHARTA FOR QUALITY IN MOBILITY

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A) Identified processes

Main (M) and support (S) processes

Identified Main Processes		
Number of Process	Title of Process	Principle of European Charta for Quality in Mobility
M1	Defining the expectations of learners and / or sending organisation	---(not explicitly stated) Includes a main target of the charta for quality in mobility
M2	Providing information for the learners / for the sending organisation and for parents (legal guardians) if learners are below 18 years	Information and guidance
M3	Doing an assessment of language skills	Linguistic aspects
M4	Personalisation of mobility (considering individual aspects)	Personalisation
M5	Defining the learning agreement	Learning plan
M6	General preparation of mobility stay	General preparation
M7	Implementing / attending learning services abroad	---(not explicitly stated)
M8	Mentoring the learners during their mobility stay	Mentoring
M9-1	Validation of gained learning outcomes during the mobility stay	Recognition
M9-2	Recognition of gained learning outcomes during the mobility stay	
M10	Re-Integration of learners after their mobility stay	Re-integration and evaluation
M11	Evaluation of mobility and review	

Identified Support Processes		
Number of Process	Title of Process	Principle of European Charta for Quality in Mobility
S1	Supporting the mobility process with information and communication tools	---(not explicitly stated)
S2	Logistical support of learners	Logistical support

B) Process descriptions

For all above mentioned processes, process descriptions are available in the following structure:

Headline / Chapter	Explanation
Cover sheet	Contains number and title of the process, number of version and disclaimer
General definitions	Reflects the general reason / purpose for the process as well as the general responsibility of the process
S.I.P.O.C	Defines Supplier, Input, Process Steps, Output and Customer of the process S.I.P.O.C is a common way to define / describe processes
Targets and goals	Definition of targets and measurable goals of the process as a kind of indicators of improvement
Process Steps	Listing of certain actions inside the process with consideration of suppliers and customers for each process step
Information and considerable documents	Suggestions for useful documents needed for proper realization of the process
Visualization of the process	Graph of each process with consideration to suppliers, customers and supporting documents / informations

C) Fulfilling requirements of ISO 9001 regarding to processes

For all above mentioned processes, the following requirements regarding to processes are fulfilled:

Requirement	Fulfilled	Explanation
To identify the relevant processes, inside a system	ü	Based on the 10 principles of the European Charta for Quality in Mobility and co-existing "systems" like EQF, ECVET..., 11 main processes and 2 supporting processes are identified
To describe the processes in detail, regarding the difficulty / complexity of the process	ü	For all processes suitable process descriptions are available
To identify Suppliers, Inputs, Process Steps, Outcomes and Customers	ü	During the development of the processes the common S.I.P.O.C process was used to identify these indicators / aspects
To identify targets and goals for processes	ü	For all processes targets and goals (measurable) are identified. The definition allows to derive criterias of quality
To identify needed documents for the process realisation	ü	For all processes suggestions of supporting documents / informations are available
To represent the given interaction between the certain processes	ü	The interaction of the processes is shown in the graph "process landscape"

D) Visualization of interaction of processes

