



УНИВЕРЗИТЕТ У БАЊОЈ ЛУЦИ
UNIVERSITY OF BANJA LUKA

QUALITY POLICY

Quality policy provides guidelines of the University of Banja Luka in relation to goals, principles, and distribution of liabilities in the establishment and maintenance of the quality assurance system.

The University deploys all of its capacities for the improvement of education and research quality and it is continually dedicated to obeying laws, regulations, and standards in the field of quality assurance, taking into account the interests of all parties involved.

By establishing the Quality Assurance System, the University remains determined to implement strategic goals, supervision over key features of its processes and services, and ongoing training of its employees.

The Senate of the University has established the following strategic goals and measures for their implementation:

- **Recognition by research excellence** is realised through an increase in the number of internationally recognised scientific research activities, through securing an encouraging environment for research and innovation, through better positioning on world universities ranking lists, as well as clearly defined research and innovation assessment criteria.
- **Implementing best practices in the process of education** through innovating the existing and establishing new study programmes, through education based on scientific research, international cooperation, and internship, through education directed towards the needs of local and regional economy and wider community, through establishing internationally recognisable master and doctoral studies, through establishing flexible programmes of life-long learning, and through designing effective mechanisms for supervising and improving the quality of education and the system of supporting students throughout their studies.
- **Establishing dynamic international cooperation** by increasing student and academic staff mobility, by promoting the University in an international setting, and by strengthening institutional capacities for providing support to international cooperation and exchange.
- **Development of entrepreneurship** is realised through establishing close relations with business entities, by means of the implementation of multidisciplinary approach.
- **Tendency towards sustainable financing** through introducing new models of financing education, through creating models for improvement and stimulation of research and innovation, and through the enhancement of the infrastructure and its more efficient usage.

In implementing its processes, the University of Banja Luka has assumed a responsible stance towards society, by imposing the necessity of fully respecting ethical norms on all of its members of academic staff, researchers, as well as students, in their professional and personal conduct.

By adopting the Quality Assurance Policy, the University of Banja Luka remains committed to its constant questioning, to efficiently managing its resources, and to constantly improving the Quality Assurance System through continual internal and external verification of all the elements of the system according to the Standards and guidelines for assuring quality in the European Higher Education Area (ESG).

It is a duty of every employee of the University to implement the Quality Policy and make a contribution to achieving strategic goals and enhancing the image of the University.

Banja Luka, 23 February 2023

**CHAIRPERSON OF THE SENATE
RECTOR**

Prof. Radoslav Gajanin, PhD