

Protocol - RESOURCES	
Quality area	Resources
Useful for ENQA review	ESG standard: 3.3; 3.5; 3.6
Approved on	01.03.2016
Valid untill	30.12.2020
Approved by	ANQA management
Version	03
Responsible for the Quality Area	Vaghinak Vardanyan, Georgi Aleksandryan
<p><u>Strategic goals</u> To ensure sufficient resources for ANQA and Accreditation Commission to implement internal and external Quality Assurance processes effectively.</p> <p><u>Targets</u></p> <ol style="list-style-type: none"> To have sufficient material resources (photocopiers, fax machines, scanners, whiteboards, fireproof safes for essential documents and valuables, recycling and rubbish bins, safety equipment, such as fire extinguishers, first-aid kits and an alarm system) and equipment (computer hardware such as laptops or desktop computers, computer hardware and accessories include monitors, keyboards and mice, computer locks, projectors, surge protectors, and CD writers, digital camera) (and their maintenance and replacement, if necessary) for ANQA staff and the Accreditation Commission staff. To have sufficient office supplies (envelopes, stationary, pens and pencils, markers, printing and fax paper, file folders, notebooks and notepads, staplers and staples, and scissors, USB data storage keys, CD disks and printer cartridges) to support ANQA staff and the Accreditation Commission work. To have sufficient working conditions for ANQA and Accreditation Commission staff. (Basic heating, cooling, lighting, cleaning, elevator operations, and WC facilities. To provide sufficient office furniture (desks, chairs, window covers such as blinds, bookcases, desk lighting, meeting tables and seating for common spaces such as a reception area) for ANQA and Accreditation Commission staff. <p><u>Indicators for evaluating targets</u></p> <ol style="list-style-type: none"> Observe all rooms and conference halls provided for employees, including office furniture, computers and peripheral equipment. Review data regarding the acquisition of materials, supplies, equipment and utilities necessary to maintain the office functions. Observe the office space to determine if the environmental conditions are appropriate for staff comfort. <p><u>Description of main activities</u></p> <ol style="list-style-type: none"> Determine the resource needs for all of the employees of ANQA and the Accreditation Commission Inventory the current availability of resources (furniture, material, equipment and supplies) Create a list of needed resources Purchase all necessary resources Install all equipment and furniture Examine the environment of the office space (temperature, lighting, function of elevator and WC) Repair or replace and items that hinder efficient working conditions. <p><u>Evaluation</u></p>	

<ol style="list-style-type: none"> 1. Annual inventory of the quantity and functionality of all equipment in the office. 2. Twice a year a survey of staff regarding satisfaction with quantity and quality of office resources, and their impact on work efficiency and effectiveness and office environmental factors.(2 times per year)
<p><u>Accountability/ Responsibility</u></p> <p>To conduct the annual inventory of equipment and twice a year staff survey of office environmental quality. In case of repairs or replacements are necessary to report. To place all orders for replacement or repairs.</p> <p>To conduct an annual review of computer equipment, including the installation of software or other upgrades to ensure work efficiency.</p> <p>Overall: Ruben Topchyan Per area: Georgi Aleksandryan</p>
<p><u>Reporting</u></p> <p>The results of all inventories and surveys will be submitted to the responsible, who will then submit a comprehensive report to the Director in a Bi-Annual frequency. This report will indicate, in priority order, items to be replaced or repaired along with a justification for this request.</p>
<p><u>Improvement</u></p> <p>Resources that are lacking, or in need of repair or replacement will be identified and submitted to the Director. Based on financial resources available, the resources will be provided.</p>
<p><u>Documents</u></p> <p>Inventories of furniture, equipment, computer equipment, and office supplies Results of staff surveys Bi-Annual reports provided to Director</p>

Approved by ANQA Director

Ruben Topchyan