



FIBAA

2022

QUALITY MANAGEMENT REPORT

# CONTENTS

- 1 FIBAA Quality Assurance Concept 3
  
- 2 Evaluation of the procedures 7
  - 2.1 By reviewers 8
  - 2.2 Through universities 13
  
- 3 Evaluation of FIBAA Workshops 18
  - 3.1 Workshops held 19
  - 3.2 Workshops 20
  
- 4 Key Figures of the FIBAA Expert Pool 23



FIBAA

PART

1

FIBAA Quality Assurance Concept

## The FIBAA quality assurance concept

is based on the European Standards and Guidelines and was last fundamentally revised in 2016 in the course of a re-accreditation of FIBAA and approved by the FIBAA Foundation Board.

FIBAA's quality assurance (QS) extends to all of FIBAA's work processes. To implement this, FIBAA has developed an internal quality culture to which all employees constantly contribute and continuously strive to improve the quality of their work in all areas.



Every year, FIBAA produces a quality management report, which is published on the homepage and takes into account the evaluations of a calendar year.



Who evaluates?	Who/what will evaluated?	How?	When?
Reviewers	Project manager, office, procedure	LimeSurvey (Link via e-mail)	According to the decision of the F-ACC, in AR procedures after completion of the report
Project managers	Reviewers	Evaluation form (Word document)	According to the decision of the F-ACC, in AR procedures after completion of the report
Universities, training providers	Reviewers, Project manager, office, procedure	LimeSurvey (Link via e-mail)	According to the decision of the F-ACC, in AR procedures after completion of the report
Event PARTICIPANTS	Speakers, Office, procedure	LimeSurvey (Link via e-mail)	After event
Members of the F-ACC	Preparation of the meeting by the Secretariat and Divisional management, Documents, meeting procedure	LimeSurvey (Link via e-mail)	After the meeting of the F-ACC

## Note on the coding of LimeSurvey ratings

---

Answer	Emoticon
Very dissatisfied (1)	
Dissatisfied (2)	
Partly (3)	
Satisfied (4)	
Very satisfied (5)	



FIBAA

PART

2

Evaluation of the procedures

2.1 Through FIBAA Experts

2.2 Through universities

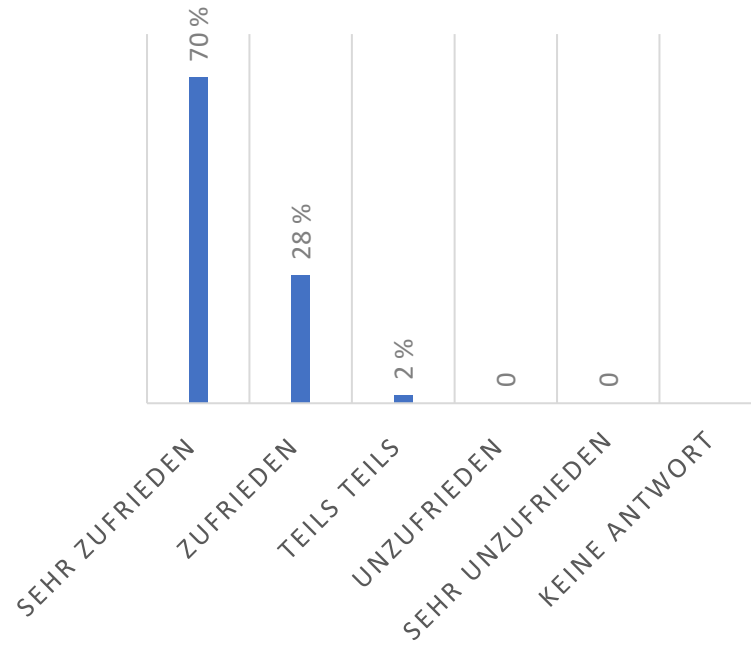
- A total of **n=120** evaluators participated in the evaluation. (out of **N=578 evaluators** used in the reporting year **2022**) participated in the evaluation
- If evaluators were used more than once, they could submit their evaluation for each project
- **About one third (39 out of 120)** of the evaluating reviewers made a comment in the free text field



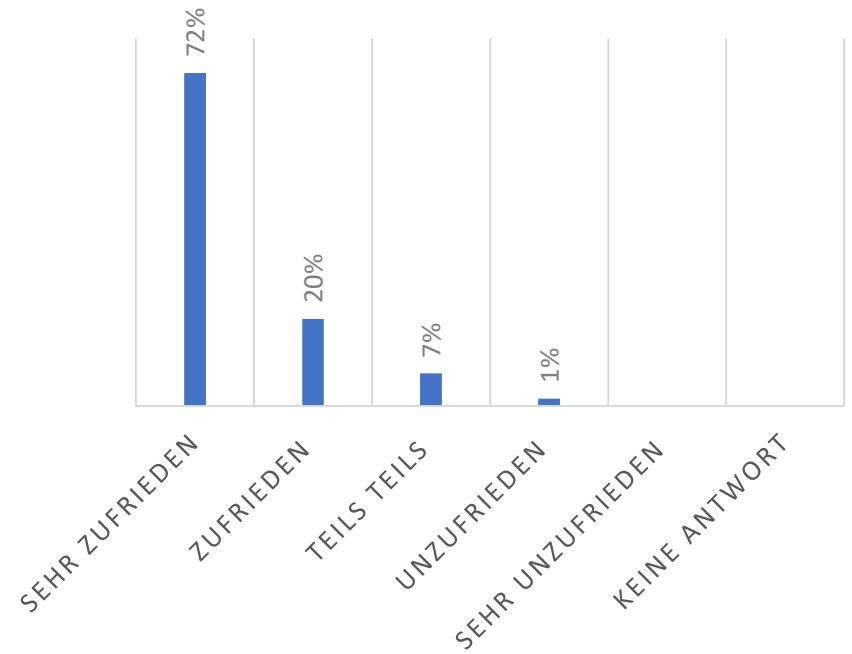
# 2.1

## BY APPRAISERS

HOW SATISFIED WERE YOU WITH THE WORK OF THE OFFICE?

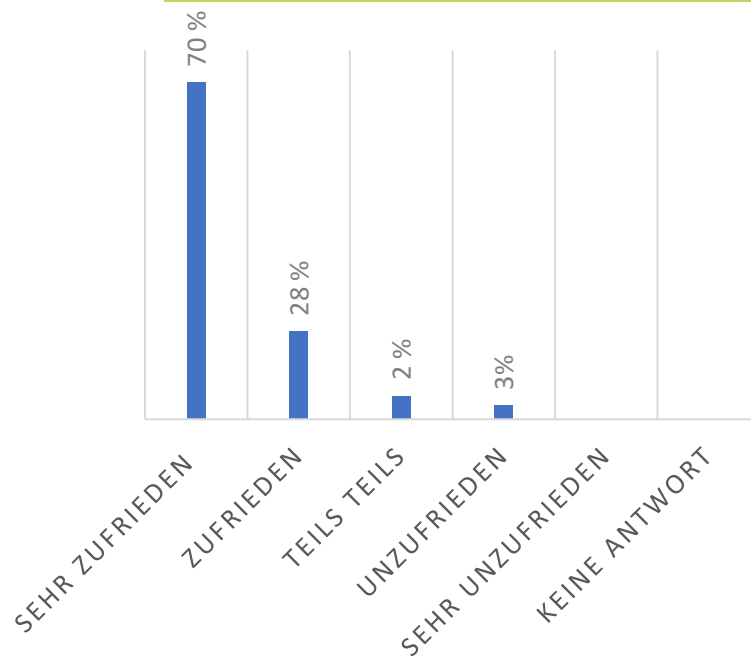


HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE ASSESSMENT BY THE PROJECT MANAGER(S)?

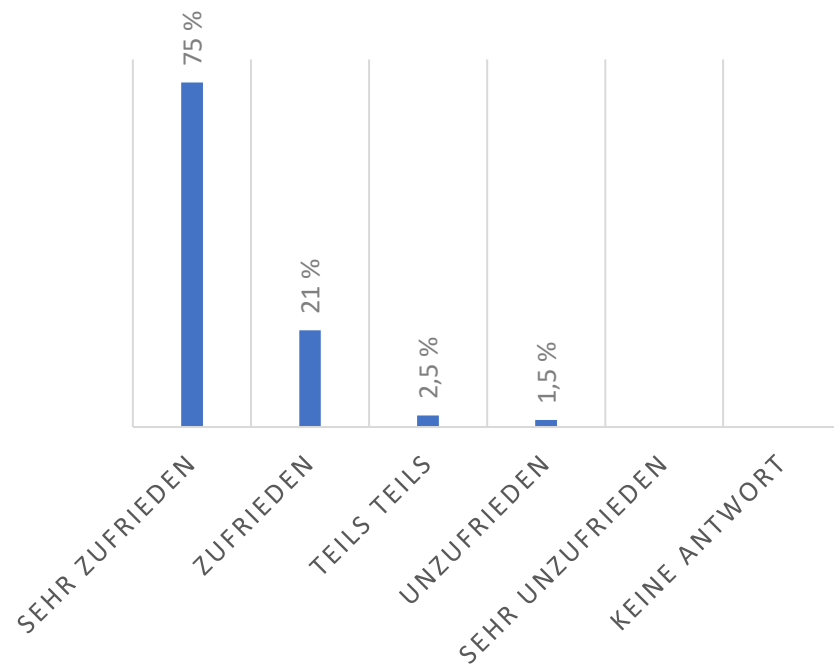


FIBAA

HOW SATISFIED WERE YOU WITH THE WAY THE APPRAISAL WAS CONDUCTED BY THE PROJECT MANAGER?

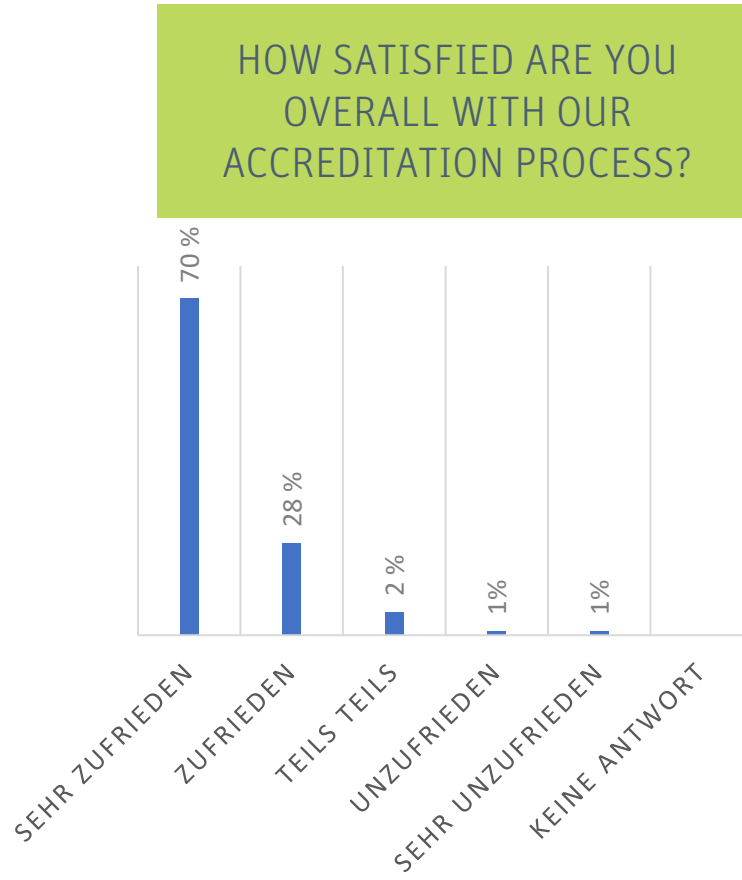


HOW SATISFIED WERE YOU WITH THE SUMMARY OF THE RESULTS OF THE ASSESSMENT IN THE EXPERT OPINION AND / OR THE AUDIT REPORT?



# 2.1

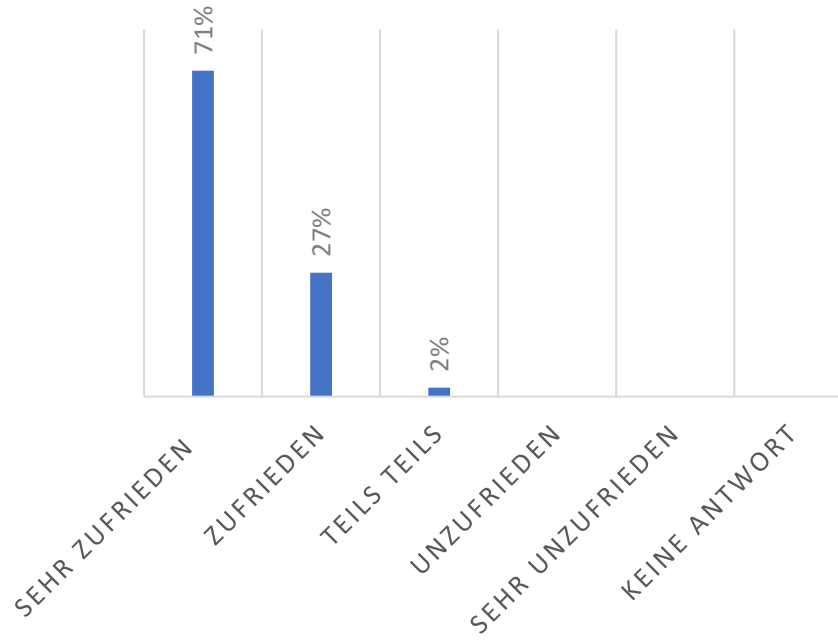
## BY APPRAISERS



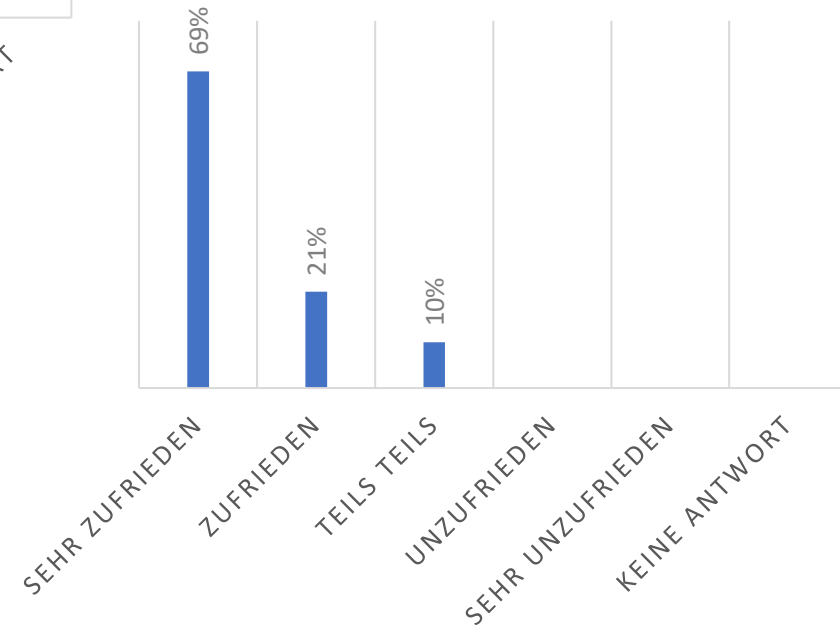


- In total, **n=56** HEIs out of **N=124** completed projects participated in the evaluation
  - If several projects of a higher education institution were completed, it was given several opportunities for evaluation
  - If several clusters were completed in one project, she was given several opportunities to evaluate them.
- It can be assumed that the evaluators (contact persons of the university) were not involved in all steps of the process and therefore may not be able to answer all questions in a meaningful way.
- **27** of the evaluators made a comment in the free text field

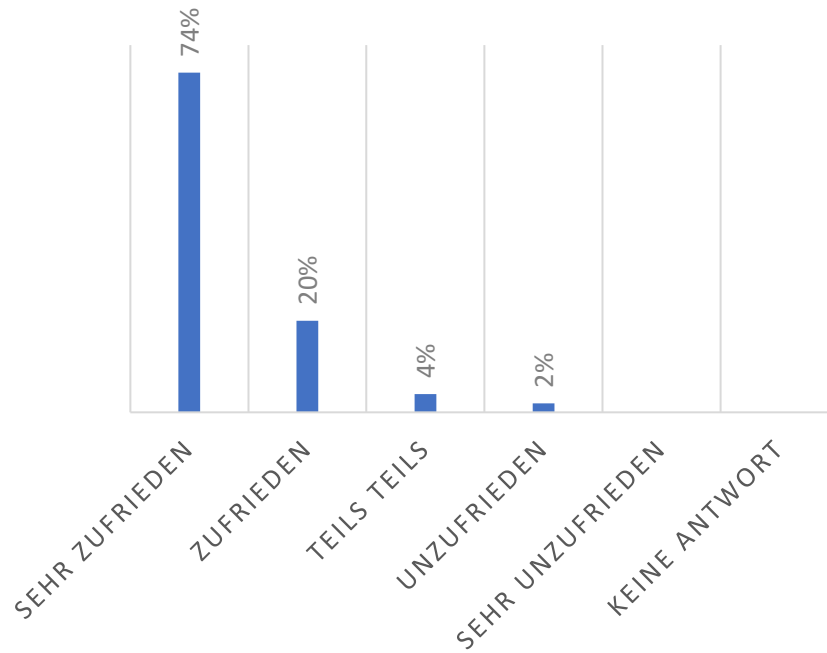
HOW SATISFIED WERE YOU WITH THE WORK OF OUR OFFICE DURING THE CONTRACT INITIATION PROCESS?



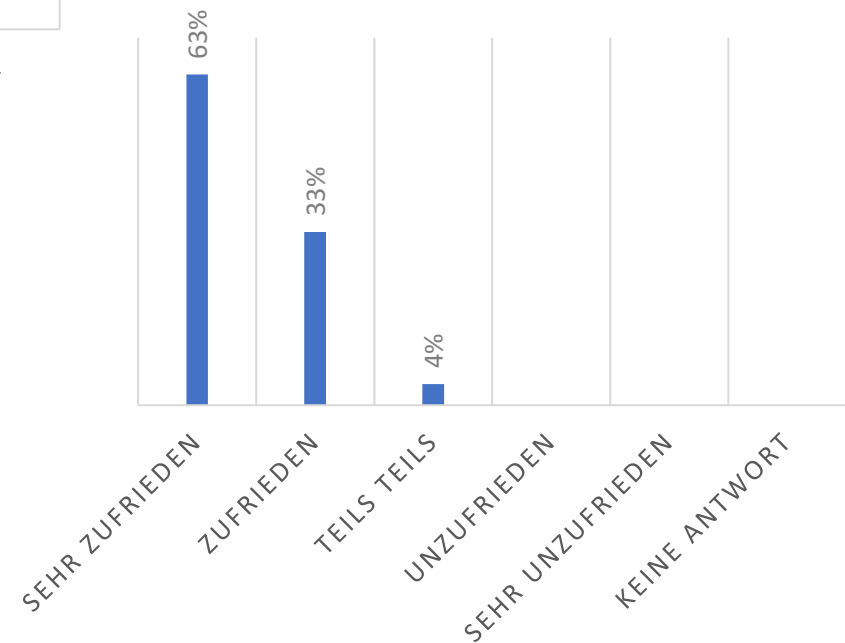
HOW SATISFIED WERE YOU WITH THE PREPARATION OF THE PROCESS BY THE OFFICE AND THE PROJECT MANAGER(S)?



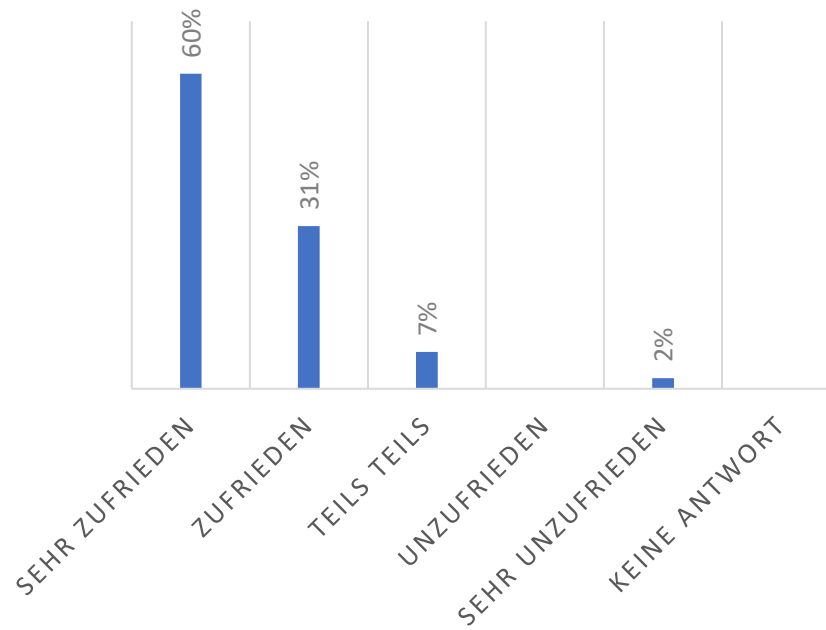
HOW SATISFIED WERE YOU WITH THE WAY THE ASSESSMENT WAS CONDUCTED BY THE PROJECT MANAGER(S)?



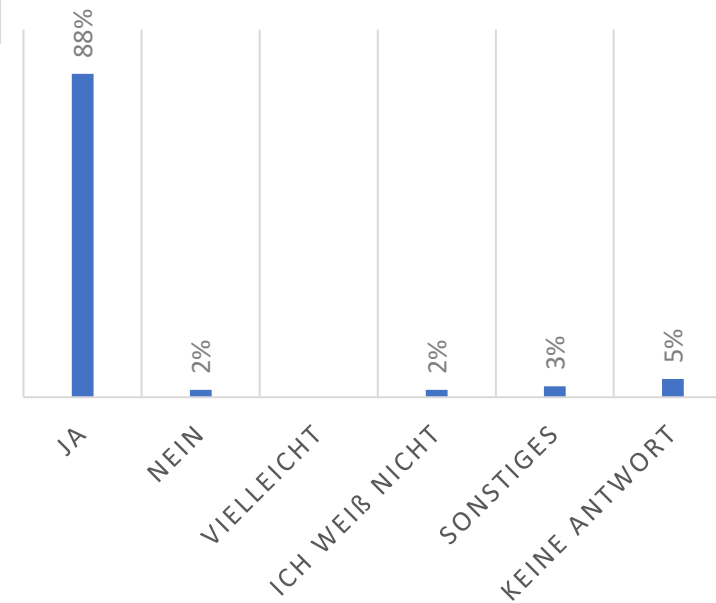
HOW SATISFIED WERE YOU WITH THE SUMMARY OF THE RESULTS OF THE ASSESSMENT IN THE EXPERT OPINION AND / OR THE AUDIT REPORT?



OVERALL, HOW SATISFIED ARE YOU WITH OUR ACCREDITATION PROCESS?



WOULD YOU RECOMMEND US?









FIBAA

PART

3

## Evaluation of FIBAA workshops

3.1 Workshops held

3.2 Workshop "International Institutional Accreditation procedures according to FIBAA quality requirements".

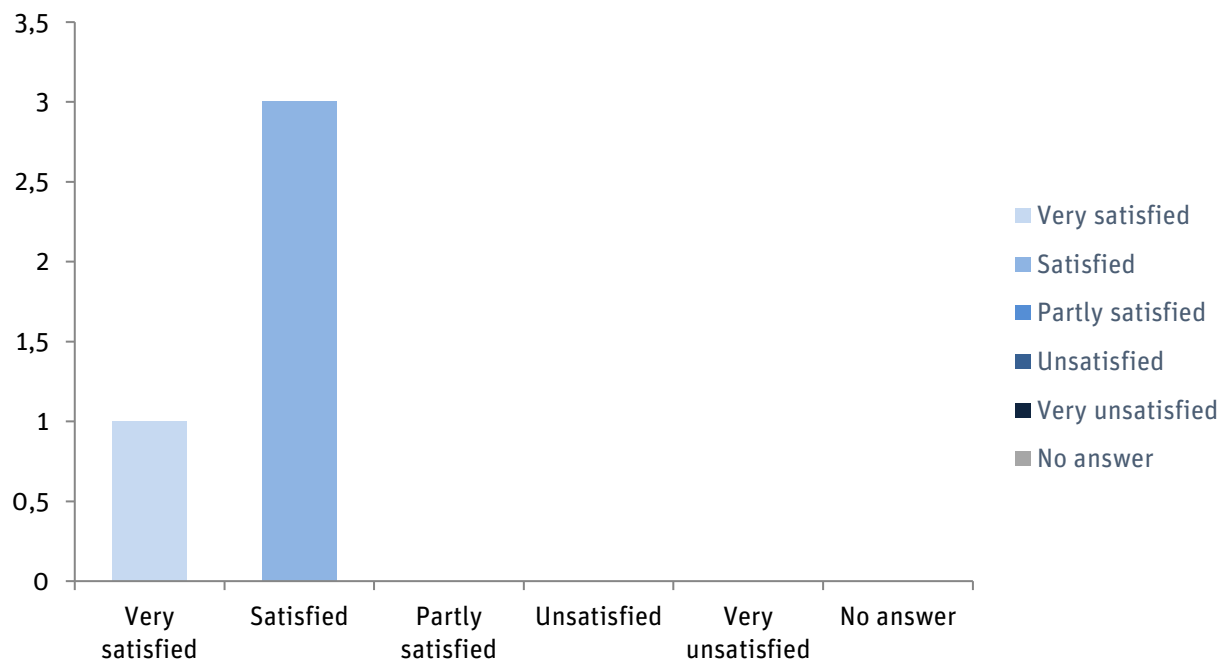
3.3 Webinar for experts (system accreditation)

2022 FIBAA held 3 workshops with a total of 153 participants, including:

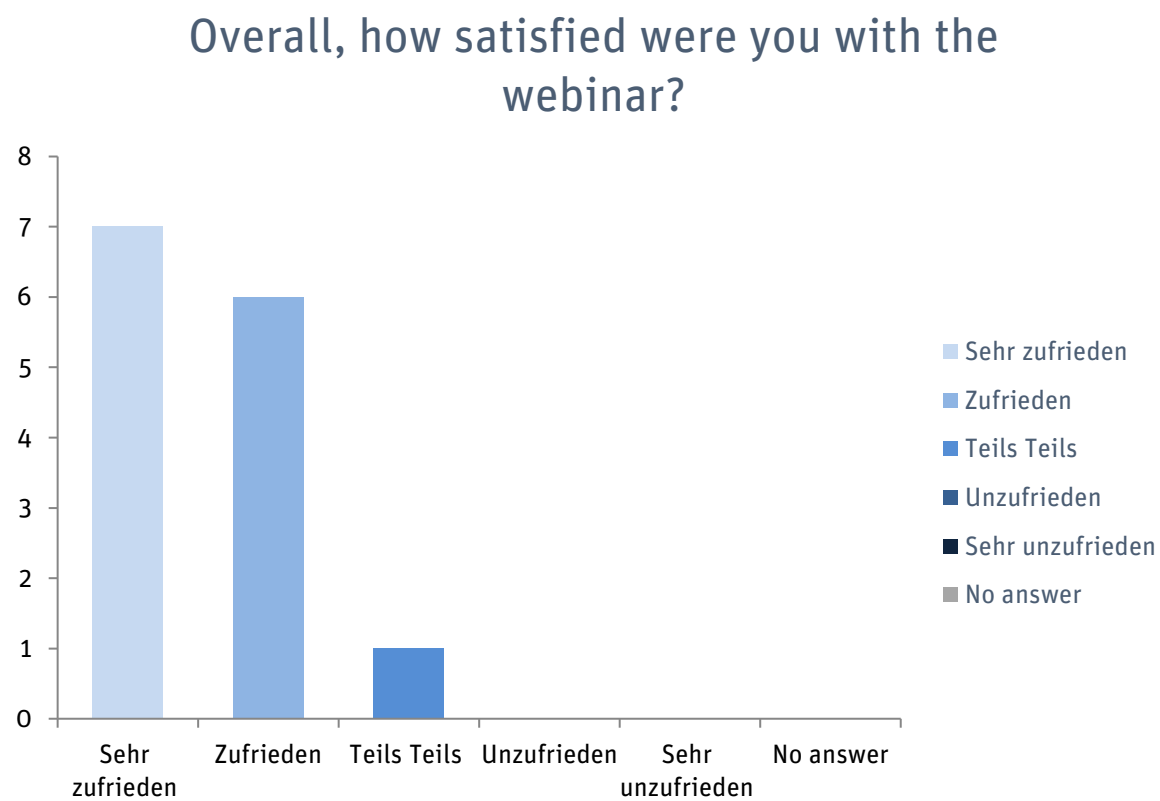
- A digital workshop on the topic of "National AR procedures" with 36 participants.
- A digital workshop for international universities on the topic of criteria and procedural steps for programme accreditation according to the FIBAA quality criteria with a total of 33 participants.
- A webinar for experts for system accreditations with 25 participants.

International Institutional Accreditation procedures according to FIBAA quality requirements

Overall, how satisfied were you with the workshop?



Webinar for experts (system accreditation)





**FIBAA**

**PART**

**4**

Key figures of the FIBAA Expert Pool

# 2.1

## KEY FIGURES OF THE FIBAA EXPERT POOL



	2018	2019	2020	2021	2022
Expert pool	705	860	705	787	927
Status "on trial"	281	371	324	423	554
Status "Reviewer"	398	489	381	364	358
Included in the pool of experts	129	84	53	139	156
"Probationary appraiser" appointed as appraiser (permanent)	35	39	13	0	24
Appointed appraisers	7	3	16	0	13

visit  
[fibaa.org](http://fibaa.org)



# Imprint

FIBAA Office  
Berlin Freedom 20-24  
D-53111 Bonn  
Germany

Phone: +49 228 - 280 356 0  
Fax: +49 228 - 280 356 20  
E-mail: [info@fibaa.org](mailto:info@fibaa.org)  
Internet: [www.fibaa.org](http://www.fibaa.org)

Copyright © 2023 by FIBAA  
- Foundation for International Business Administration Accreditation  
Editor: Jubin Hadadi Moghadam  
Layout: Miriam Mesenholl

All rights reserved.  
No part of this annual report may be reproduced,  
in any form or by any means, without permission in writing from the editors.