

Quality management in Italian Universities: a case study in the University of Cassino and Southern Lazio

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Abstract

This paper examines on a wider scale, quality management in Italian higher education institutions, and then progresses to focus specifically on the case of the Master Course in Global Economy and Business (GLEB), held in the University of Cassino and Southern Lazio. An analysis of the way in which the University of Cassino manages quality is undertaken to identify the responsibilities of those accountable for quality assurance. A preliminary study was carried out through the completion of a digital survey distributed to GLEB graduates, to monitor the success of the course. The results obtained highlight that this course is quite appealing to students, and what also emerges is how innovation and improvement are the foundation of quality education. Being only the first step towards a more exhaustive evaluation, this analysis must be extended by collecting more data, to compare the results with similar courses in other universities through a benchmarking process.

Keywords: Higher education; quality management; institutions.

Quality Management In Universities

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