

1. The Quality Policy of Rezekne Academy of Technologies (hereinafter - RTA) has been developed based on RTA development strategy for March 31, 2016-2023-2025. Its purpose is focused on the implementation of RTA mission, sustainable development and achievement of strategic goals, ensuring a high-quality study process and scientific research activity that meets the requirements of standards and regulatory acts.
2. The Quality Policy is RTA quality management system a component that, together with the Quality Management Manual and other quality management internal regulatory enactments, contributes to the achievement of RTA goals by setting high quality assurance requirements.  
RTA quality management system is maintained taking into account the Excellence Model (EFQM - the European Foundation for Quality Management), Standards and Guidelines for Quality Assurance in European Higher Education developed by the European Association for Quality Assurance in Higher Education (ESG - Standards and Guidelines for Quality Assurance in European Higher Education Area) and ISO 9001:2015 "Quality management systems. Requirements" standard recommendations and recommendations.
3. RTA's quality is understood as the degree to which RTA activities and services are able to meet the requirements and standards regulating higher education and science, the needs of interested parties, as well as promote the development of the national economy in Latvia and the Latgale region.
4. RTA defines the most important principles of quality management in order to achieve sustainable progress towards excellence and to ensure a common understanding of the operation of the quality management system by all parties involved:
  - 4.1. **Orientation to the result** - RTA regularly identifies and evaluates the needs of all interested parties, analyzes the results, updates development planning documents, performance indicators and quality requirements.
  - 4.2. **Student-centered approach** - RTA recognizes the needs of students and sets the balanced satisfaction of these needs as the main goal of quality assurance.
  - 4.3. **Leadership and determination** - leaders lead the implementation of the mission and the achievement of goals, inspire and motivate employees, respecting RTA values, communication ethics and culture. Managers make fact-based and thoughtful decisions, clearly define requirements and motivate employees to fulfill them honestly and conscientiously.
  - 4.4. **Systematic and process-oriented management** - RTA operating processes and their improvement mechanisms are clearly and comprehensibly described. Facts are documented and analyzed, analysis of the collected data, identification of opportunities for improvement and analysis and management of possible risks are carried out.
  - 4.5. **Personnel involvement and development** - RTA invests resources in the professional development of employees, evaluates professional competence, promotes employee cohesion and the creation of a unified corporate culture.
  - 4.6. **Continuous learning and improvement** - introduction and use of new, innovative technologies, mutual exchange of knowledge, introduction of innovations and improvements.
  - 4.7. **Partnership building** - RTA identifies potential partners and engages them in achieving common goals, maintaining long-term partnerships for support and assistance.
  - 4.8. **Corporate social responsibility** - RTA internal regulations include clearly defined principles of ethics, values and behavior and mechanisms for motivating their compliance.
5. RTA quality management system has a process management approach that includes internal control and risk management.
6. The quality policy is implemented by all RTA structural units and personnel (including students), ensuring the achievement of goals both at the structural unit and individual level. The head of the working group of the quality management system informs about the progress of quality management implementation at the request of the RTA Council.