



**Integrated management system Goals of  
JSC “Astana Medical University” for the year 2013**

### IMS goals

**JSC “Astana Medical University” undertakes obligations for the continuous improvement of the efficiency of the Integrated Management System (hereinafter - IMS).**

The IMS goals of the JSC “Astana Medical University” (hereinafter – the University, AMU) for 2013 are coherent with the ISM policy of the University and preserve the ISM integrity into the planning of educational services. The strategic goal of the University is its sustainable development as a leading educational, innovative clinical research center of the Republic of Kazakhstan rendering educational, clinical research services which are consistent with international quality and safety standards.

ISM goals of the University:

№	Goal	Determinant	Indicator	Measures to achieve a goal	Timetable for achieving	Performer	Responsible
<b>University Management</b>							
1.1	Improvement of the integrated system of University management	The international recognition of European Foundation for Quality Management with assignment of 5 stars and inclusion into the list of prize-winners of Excellence Models EFQM	Certificate of Conformity to concepts and criteria of Excellence Model EFQM “Recognized Excellence – 5 Stars”	Assessment of Conformity to concepts and criteria of Excellence Model EFQM with participation of the international assessor	October	Head of department of Quality management and Strategic Partnership, heads of structural divisions	Rector, Vice rectors
		Receiving the Asian award	Asian Network of quality award	Bidding for the Asian award (ASIAN NETWORK of QUALITY COMPETITION (ANQ))	10.2013	Head of department of Quality management and Strategic Partnership, heads of structural divisions	Rector, Vice rectors



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1.2	Preservation of Leadership Position in the sphere of preparation of healthcare personnel of the Republic of Kazakhstan	Leading position in the ratings of the national agencies among the medical university of the Republic of Kazakhstan	Top division in the rating of INDEPENDENT KAZAKH AGENCY FOR QUALITY ASSURANCE IN EDUCATION and Independent Agency for Accreditation and Rating among medical university of the Republic of Kazakhstan	Participation in the rating of the national and international agencies	March-April	Head of department of Quality management and Strategic Partnership, deans of faculties, head of department of science, head of department of the international cooperation, head of department of the accounting of students	Rector, Vice rectors	
				Participation in foreign ratings	Application for participation in foreign ratings	March-April	Head of department of the international cooperation	Rector, Vice rectors
		External recognition of educational programs	Certificate of origin Specialized accreditation of 4 educational programs	Passing of specialized accreditation of educational programs: 1) Training of bachelors of specialty "Public Health Care"; 2) Training of bachelors in the specialty "Dentistry"; 3) Program of postgraduate education – in the master's specialty "Public health care";	December	Vice rector for educational activity, dean of postgraduate education, dean of faculty "Public Health Care", "Stomatology", "Public health care", "Pharmacy"; head of department of the international cooperation	Vice rector for educational activity, vice rector for scientific and clinical activity	



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				4) Program of postgraduate education - in master’s program of the specialty “Medicine”.			
		External recognition of university	Certificate origin institutional accreditation	Passing of institutional accreditation, with involvement of external commission of experts	December	All structural divisions	Vice rector for educational activity
1.3	Effectiveness analysis of functioning and process improvement and types of activity of University	Level of compliance of the purposes, tasks, indicators of the strategic plan of JSC “Astana Medical University” for 2011-2015	95%	Progress monitoring of the strategic plan of development of JSC “AMU” for 2011-2015	July, December	Head of department of Quality management and Strategic Partnership	Rector
		Level of compliance purposes, tasks, indicators of the operational plan of JSC “AMU” for 2013	95%	Progress monitoring of the operational plan of JSC “AMU” for 2013	December	Head of department of Quality management and Strategic Partnership	Rector
		Extent of goal achievement in the field of the Integrated system of management (hereinafter - IMS) JSC “AMU”	95%	Monitoring of achievement of the objectives for 2013	July, December	Head of department of Quality management and Strategic Partnership	Rector
		Degree of effectiveness of processes of IMS JSC “AMU”	95%	Monitoring of achievement of indicators of effectiveness of	July, December	Head of department of Quality management and	Rector



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				processes of IMS of JSC “AMU”		Strategic Partnership	
<b>2</b>	<b>Process management of main service marketing</b>						
2.1	Development of forms and methods of work with outer interested parties of university	The number of the held marketing events	20-promotion support and promotional event; 10-conducted benchmarking researches	Organization and holding marketing events: - international level; - regional level;	According to the plan of marketing activity	Chief of WEB representation and public relations; marketing specialist of department of quality management and strategic partnership	Vice rector for educational activity, vice rector for educational and social activity
			10	Planning, carrying out and analysis of market researches	According to the plan of marketing activity	marketing specialist of department of quality management and strategic partnership	Vice rector for educational activity
		Increase in degree of renewability of the website of university	for 5-10%	Placement on the website of university of information for all interested parties	Periodically (in process of information updating)	Chief of WEB representation and public relations;	Vice rector for educational and social activity
2.2	Consolidation of a position university in the market in education and sciences	Sales point of the realized services of JSC “AMU”	1000 entrants admitted on training to JSC “AMU”	Forecasting of number of potential entrants	January-March	marketing specialist of department of quality management and strategic partnership	Vice rector for educational and social activity
							5 -number of the rendered services



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			of JSC “AMU”			department of quality management and strategic partnership	educational and social activity
			Share of graduates in a section of specialties and levels of training of JSC “AMU”; employed in the first year on completing - 95% ; among them in rural areas - 20	Studying of further career development of graduates of JSC “AMU”	July-October	Dean on an internship and employment	Vice rector for educational activity
			Share of graduates in a section of specialties and levels of training of JSC “AMU”; employed in the specialty - 95%	Studying of further career development of graduates of JSC “AMU”	July-October	Dean on an internship and employment	Vice rector for educational activity
			Commercialized scientific production of staff JSC “AMU”	Market promotion of scientific products of JSC “AMU”	December-January	marketing specialist of department of quality management and strategic partnership; head of department of science	Vice rector for educational activity



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2.3	Increase in satisfaction of internal interested parties of JSC “AMU”	Increase in an index of satisfaction of students	for 5-10% (in comparison with the previous reporting period)	Questioning for the purpose of studying of satisfaction of students	April-May, November-December	Head of department of Quality management and Strategic Partnership	Vice rector for educational activity
		Increase in an index of satisfaction of interns	for 5-10% (in comparison with the previous reporting period)	Questioning for the purpose of studying of satisfaction of interns	April-May, November-December	Head of department of Quality management and Strategic Partnership	Vice rector for educational activity
		Increase in an index of satisfaction of administrative and managerial staff	for 5-10% (in comparison with the previous reporting period)	Questioning for the purpose of studying of satisfaction of administrative and managerial staff	April-May, November-December	Head of department of Quality management and Strategic Partnership	Vice rector for educational activity
		Increase in an index of satisfaction of teaching staff	for 5-10% (in comparison with the previous reporting period)	Questioning for the purpose of studying of satisfaction of teaching staff	April-May, November-December	Head of department of Quality management and Strategic Partnership	Vice rector for educational activity
<b>3</b>	<b>Process management of pre-university tutorial</b>						
3.1	Improvement of various forms of workplace learning work and pre-university preparation, the providing implementation of the plan of reception of entrants next academic	Amount of educational services in programs of training courses	on 2 disciplines (history of Kazakhstan, biology)	Organization and carrying out training courses for objects UNT	October-May	Head of department of career guidance and psychological adaptation of students	Vice rector for educational activity
		Indicator of quality of training educational courses	100% of listeners of the training courses which	Organization and carrying out training courses for objects UNT;	March-September	Head of department of career guidance	Vice rector for educational



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	year		have entered the university	The analysis of arrival of listeners of training courses in JSC "AMU"		and psychological adaptation of student	activity
		The number of regions of RK captured by workplace learning work	8 regions, Astana	Organization and carrying out workplace learning work	March-April	Head of department of career guidance and psychological adaptation of student	Vice rector for educational activity
		Indicator of qualitative composition of the contingent (number of owners of the breastplate «Altyn Belgi», certificate and honours degree, prize-winners of the international and republican Olympic Games and scientific competitions)	250	Involvement of owners of the breastplate «Altyn Belgi», certificate and honours degree, prize-winners of the international and republican Olympic Games and scientific competitions	September	Head of department of career guidance and psychological adaptation of student	Vice rector for educational activity
<b>4</b>	<b>Management of educational and methodical process</b>						
4.1	Improvement and improvement of quality of editions	Indicator of timely development and statement of educational and methodical literature	100%	Planning of development of educational and methodical literature	August	Head of the educational and methodical center	Vice rector for educational activity
4.2	Expansion of components at the choice of all levels of medical education	Indicator of renewability of the catalog of elective disciplines	Expansion of a component at the choice of all levels of medical education: in the specialty	Accepting applications from educational program committees on the elective disciplines, formation of the catalog of elective courses,	March-April	Head of registrar's office department	Vice rector for educational activity



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			“Nursing” - 21 in the specialty “Preventive medicine” - 18 in the specialty “Pharmacy” - 19 in the specialty “Public healthcare” - 80 in the specialty “Dentistry” - 18 in the specialty “General medicine” bachelor - 45 in the specialty “General medicine” internship -45 Residency - 30 Master’s program - 15 Doctoral program - 15	approval in the Educational and Methodological Board			
<b>5</b>	<b>Management of innovative and educational activity</b>						
5.1	Implementation of innovative and educational technologies	Increase in the innovative activity index of a chair	by 10%	Increase in the capacity of teaching staff; Attraction of the best international experience; Organization of teachers’ internships abroad and invitation of internationally recognized scientists	March- December	Head of the Center of innovative technologies and distance education	Vice rector for educational activity





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		Creation of an educational grant fund	educational grant fund	Development and approval of provisions on the educational grant fund, organization of project competition	April	Head of the Center of innovative technologies and distance education	Vice rector for educational activity
		Creation of an interactive training database	37 involved chairs	Instructing the chairs’ ATS to use the technologies of constructing interactive trainings and tasks, base establishment	April-June	Head of the Center of innovative technologies and distance education	Vice rector for educational activity
5.2	Distance learning improvement	Implementation of TV-technologies (video-conference connection) into the educational process for the realization of distance educational technologies	1 video conference	Launch of necessary equipment for holding a video-conference; Organization and holding of the a video-conference	March	Head of the Center of innovative technologies and distance education	Vice rector for educational activity
<b>6</b>	<b>Educational process management (bachelor’s program)</b>						
6.1	Improvement of the educational processes, aimed at the training of qualified specialists in the educational programs of areas of preparing workers (specialties) with knowledge, skills, general cultural and professional competences and qualifications in accordance with the	Improvement of the results of interns’ final state certification of the 2012-2013 academic year	Improvement of quality indicator by3-5%	Introduction of innovative teaching methods; improvement of professional skills; updating exam-testing materials; improvement of attendance control system; activation of curators’ work	June-July	Deanery for internship placement	Vice rector for educational activity



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	educational standards of higher and secondary professional education, as well as the fulfillment of the expectations dictated by the environment and consumers						
6.2	Development of academic mobility	Increase in the number of students leaving for near and far abroad for 1 training period (horizontal mobility)	by 10%	Further promotion of academic mobility of students within the country and abroad; Financing mobility with the participation of employers, aimed at developing alternative sources and forms of academic mobility	In accordance with the Development Plan of AMU academic mobility	Academic mobility coordinator	Vice rector for educational activity
		Increase in the number of foreign universities with whom the contract or memorandum on academic mobility have been concluded	3 universities	Conclusion of cooperation memorandums	In accordance with the Development Plan of AMU academic mobility	Academic mobility coordinator	Vice rector for educational activity
		Increase in the number of teaching staff of the University, leaving for near and far abroad for an academic and professional training	5-7 workers a year	Conclusion of cooperation memorandums, maintenance of partnerships and organization of departures for the teaching staff	In accordance with the Development Plan of AMU academic mobility	Academic mobility coordinator	Vice rector for educational activity
6.3	Attracting foreign	Increasing the	by 10%	Providing visa support,	In accordance	Academic	Vice rector



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	students to the University (incoming mobility)	number of foreign students in AMU		creation of conditions for the stay	with the Development Plan of AMU academic mobility	mobility coordinator, head of international cooperation department	for educational activity, vice-rector for scientific and clinical activity
6.4		Increasing the number of foreign teachers and staff	by 10%	Invitation of foreign teachers, visa support, creation of conditions for the stay	In accordance with the Development Plan of AMU academic mobility	Academic mobility coordinator, head of international cooperation department	Vice rector for educational activity, vice-rector for scientific and clinical activity
		Increasing the index of satisfaction of employers with the graduates' level of training	by 10-15%	Study of employers' satisfaction	April	Dean for internship and placement	Vice rector for educational activity
<b>7</b>	<b>Educational process management</b>						
7.1	Development of the academic environment, forming a versatile personality of a competitive specialist with higher education, good physical and spiritual health, characterized by high culture, intelligence, social activity, and citizen-patriot qualities	Increasing the share of students participating in social activities at the national, urban and university level of their total number	By 5-10%	Coordination of curators' work, involvement of students into the active citizenship and political life	In accordance with the working plan of the deanery of youth affairs	Dean for educational activity	Vice-rector for educational and social activity
		Increasing the number of students-winners of republican and international Olympiads and scientific	By 10-20 people	Development of mobility, competitiveness, positive orientation values and creative activity;	January-December	Chairman of Sports club	Vice-rector for educational and social activity



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		competitions, national and international performers courses and sports competitions		Formation of corporate spirit among students and a positive image of the university			
<b>8</b>	<b>Organization of social support for students</b>						
	Providing the University students with social state and volunteer social services	The share of students from among children - orphans, graduates of orphanages, who receive financial assistance for clothing, of their total number	100%	Providing students of concessional categories with clothing	January, June	Deanery for Youth affairs	Vice-rector for educational and social activity
		The share of students - orphans, receiving money for food	100%	Providing students of concessional category with free food	Every day	Deanery for Youth affairs	Vice-rector for educational and social activity
		The share of students from families with many children receiving free travel tickets, of their total number	100%	Providing students of concessional category with free travel tickets	Every month	Deanery for Youth affairs	Vice-rector for educational and social activity
		The share of students from the number of orphans and children left without parental care living in the dormitory, of their total number	100%	Providing students of concessional category with free stay in the dormitory	August	Dean for Youth affairs, head of Campus	Vice-rector for educational and social activity
<b>9</b>	<b>Scientific activity management</b>						



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9.1	Creation of conditions incentivizing large-scale and accelerated acquisition of innovative developments of new products and services	Number of internationally recognized patents	3	Organization of the system of promotion into the market of scientific and technological projects and high-tech products into the international scientific community; Funding for obtaining patents from AMU funds	December	Head of Science Department	Vice-rector for scientific and clinical activity
		Increasing the number of scientific publications in the international reviewed journals	By 25%	Implementation of STP of all levels; working out and introduction of ATS motivation system (incentives) for the publications in foreign journals with impact-factor	December	Head of Science Department	Vice-rector for scientific and clinical activity
9.2	Improvement of the management of research and innovation processes at all levels	Number of research laboratories of the Institute of Radiobiological researches, certified by GLP standard	1	Equipment of Research Laboratories (hereinafter - RL) in accordance with international standards; Further training of RL staff; RL Certification for the compliance with GLP requirements	In accordance with the public procurement plan	IRBR Director, chief medical equipment engineer, laboratory heads	Vice-rector for scientific and clinical activity
		Number of research programs implemented on a grant basis	2 programs	Active participation of AMU in competitions for grant financing domestically and abroad	January-December	Head of Science Department	Vice-rector for scientific and clinical activity
		Number of research and innovation programs	3 programs	Attracting funds from various non-governmental	January-December	Head of Science Department	Vice-rector for scientific and clinical



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		implemented on the extrabudgetary basis		organizations			activity
		Increasing the share of universities’ teaching staff involved into the implementation of research projects at various levels	By 5-10%	Active involvement of teachers into researches	December	Head of Science Department	Vice-rector for scientific and clinical activity
<b>10</b>	<b>Clinical activity management</b>						
10.1	Providing optimal conditions to train students (interns, residents, master’s students, doctoral students and learners) in clinical sites	Equipment level of AMU clinical chairs	100% satisfaction of the needs in equipment	Logistic support for clinical chairs to create appropriate conditions for organizing the training process	December	Head of the department of clinical work and the center for evidence-based medicine, Head of Logistic Support department	Vice-rector for scientific and clinical activity, Vice-rector for administrative and economic activity
10.2	Ensuring agreement and compliance with the terms of the contract with clinical sites	Compliance with the terms of the contract between the University and Medical facilities	Safekeeping the number of clinical sites – 100%	Extension of agreements on mutually beneficial cooperation with clinical sites	January-December	Head of the department of clinical work and the center for evidence-based medicine	Vice-rector for scientific and clinical activity
10.3	Study of stakeholders’ satisfaction (clinical site staff, patients) with the quality of medical services provided by clinical chairs	Satisfaction index of clinical sites staff; Satisfaction index of patients	90%	Carrying out the survey to examine the satisfaction of clinical sites personnel; Carrying out the survey to examine the satisfaction of patients	June, December	Head of the department of clinical work and the center for evidence-based medicine	Vice-rector for scientific and clinical activity
<b>11</b>	<b>Internship management</b>						
11.1	Improvement of theoretical knowledge	Increasing the quality index of the	In the context of specialties:	Introduction of innovative training	June-July	Deanery of internship and	Vice-rector for



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	and mastery of practical skills by the University graduates in the volume, needed to increase the professional level and the readiness degree to self-dependent physician activity in accordance with the requirements of the State Compulsory Educational Standard in appropriate specialty	graduates’ annual evaluation including interns	- General Medicine - by 5%; - Therapy – by 5 %; - surgery - by 5%; - Obstetrics and gynecology – by 5%; - Pediatrics - by 5%; - Eastern Medicine - by 5 %; - Dentistry - by 10%	methods; Training of ATS; Updating examinational and measuring materials; improvement of the control system of graduates and interns’ knowledge		placement	educational activity
<b>12</b>	<b>Post-graduate education management</b>						
12.1	Expansion of academic mobility of postgraduate education students	Increasing the number of master’s and doctoral students leaving for far and near abroad for one period of study (horizontal mobility);  The share of doctoral students sent for foreign training	By 10-15%  By 50%	Further promotion of students’ academic mobility within the country and abroad; Mobility financing with the participation of employers, aimed at developing alternative sources and forms of academic mobility  Planning for financing overseas training, organization of doctoral departures	In accordance with AMU academic mobility plan	Dean for post-graduate education, academic mobility coordinator	Vice-rector for scientific and clinical activity, Vice-rector for educational activity
12.2	Expanding the scope of	Increasing the	By 2 programs	Applying for a license	August	Dean for post-	Vice-rector



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	the educational services of postgraduate education	number of educational programs				graduate education	for scientific and clinical activity
<b>13</b>	<b>Management of continuous professional development and additional education</b>						
13.1	Expanding cycles topics	Increasing the number of topics of short-term training cycles	By 5-10%	Study of practical public health needs; Development short-term cycles’ teaching materials, drawing up the calendar plan of training cycles	March-December	Dean for CPDAE	Vice-rector for scientific and clinical activity
13.2	Ensuring satisfaction of regions, health care facilities for organization and determination of cycles topics	Increasing the satisfaction level of regions, healthcare facilities for organization and determination of cycles topics	By 90-95%	Reception and study of applications, organization of events for the satisfaction of applications of practical health (public health management, health care facilities, physicians)	March-December	Dean for CPDAE	Vice-rector for scientific and clinical activity
13.3	Development of distance-learning	Increasing the number of cycles with the use of distance learning technologies	By 3-4 cycles	Study of practical public health needs; Development short-term cycles’ teaching materials, drawing up the calendar plan of training cycles	March-December	Dean for CPDAE	Vice-rector for scientific and clinical activity
<b>14</b>	<b>Promotion of graduates’ placement</b>						
14.1	Improvement of the mechanisms for providing placement of university graduates	Increasing the number of employers involved into the employment fair	By 10-15 people	Invitation of employers to the employment fair	March	Dean for internship and placement	Vice-rector for educational activity
		Number of held seminars on placement with the	4 seminars	Planning and holding seminars on placement with the participation of	Every three months	Dean for internship and placement	Vice-rector for educational





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		participation of employers		employers			activity
		Enhancing the awareness of potential graduates (interns, residents, master’s students) on the needs in human resources, professional development	95% of satisfaction with the information on the needs in human resources, professional development	Creating a database of needs; Continuous interaction with employers for the social conditions of employment; Conducting consultations, discussions, posting information on the university website, general meetings with the interns	Periodically	Dean for internship and placement	Vice-rector for educational activity
<b>15</b>	<b>Human resources management</b>						
15.1	Improving the level of AMU employees’ competence, in order to carry out the educational process at the qualitative level	Increasing the share of funding for training and skills development	By 10%	Studying the needs to pass training of employees, formation of the budget application, formation of the university development plan	January	Head of the cadre work management of and legal providing, head of human resources department, head of financial department	Vice-rector for administrative and economic activity
		Implementation the training plan	95%	Study needs to pass training of employees, formation, monitoring, and analysis of the overall plan for training	February-March	Head of the cadre work management of and legal providing, head of human resources department	Vice-rector for administrative and economic activity
15.2	Evaluation of employees competence	Appraisal of ATS and administrative and managerial staff	100% of the staff subject to appraisal	Holding educational personnel appraisal	December	Head of the cadre work management of and legal	Vice-rector for administrative



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		(AMS) of the educational bloc				providing, head of human resources department	and economic activity
		Rating of ATS and AMS on key performance indicators	Full (100%) participation of ATS in the rating	Holding rating of ATS and AMS on key performance indicators	May-June	Head of the cadre work management of and legal providing, head of human resources department	Vice-rector for administrative and economic activity
<b>16</b>	<b>Financial resources management</b>						
16.1	Improvement of AMU financial management	Increasing the revenues of AMU financial resources	Profitability ratio – 0,5; The share of profitable part – by 5-10%	Revenue Forecasting, rational allocation of funds, fundraising, commercialization of university services, timeous monitoring and effective analysis of AMU financial activity	January	Head of financial and economic department	Vice-rector for administrative and economic activity
		Introduction of a differentiated remuneration system of AMU employees	Full (100%) outreach of employees with the differentiated remuneration	Development of evaluation criteria for AMU employees; Development of surcharge indexes on the evaluation criteria for AMU employees; Providing differentiated remuneration for AMU employees	August	Head of financial and economic department	Vice-rector for administrative and economic activity
<b>17</b>	<b>Procurements management</b>						
17.1	Focusing on the needs of internal stakeholders	Meeting the needs of AMU structural subdivisions in the purchase of necessary goods and services	95%	Study of needs for goods and services of AMU structural subdivisions, analysis of the technical specifications of	June, December	Head of state procurements	Vice-rector for administrative and economic activity



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				necessary goods and services, study of alternative suppliers of goods and services, efficient organization of procurement procedures, evaluation and verification of a vendor, prevention of unfair suppliers, control of the relevant products; implementation of the public procurement analysis plan					
<b>18</b>	<b>Management of infrastructure and manufacturing environment</b>								
18.1	Improvement of infrastructure and manufacturing environment	Increasing the level of material and technical equipment of AMU subdivisions:	By 10-15%	Study of needs in material and technical equipment, planning of funds for the purchase, coverage analysis of structural units' needs and satisfaction	In accordance with the state procurements plan	Head of logistic support department, medical equipment engineer	Vice-rector for administrative and economic activity		
		- laboratory instruments							
		- training furniture	By 5%					Head of logistic support department	Vice-rector for administrative and economic activity
		- computer technology	By 10-15%					Head of logistic support department, head of information technologies department	Vice-rector for administrative and economic activity
		Appraisal of job	20 positions	Definition of jobs	In accordance	Head of the	Rector		



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		positions of AMU employees and ATS		subject to appraisal according to occupational factors (with justification)	with the state procurements plan	department of civil defense and emergency	
		The percentage of reducing normative technical losses of the basic subjects natural monopolies (SNM)	In electronic networks: by 5%	Organization of measures to prevent irrational use of resources	January-December	Head of building exploitation department	Vice-rector for administrative and economic activity
			In heating system: by 5%				
			In aquicultural system: by 5%				
<b>19</b>	<b>Information and communication system management</b>						
19.1	Increasing the effectiveness of information security	Passing surveillance audit	Absence of inconsistencies in the results of surveillance audit	Carrying out surveillance audit	May	Information technologies department	Vice-rector for educational and social activity
19.2	Development of the information technology quality, expansion of the field of their application in the educational process, implementation of scientific and administrative work, and providing uninterrupted access to the information resources of the University, the country and the world	Enhancing IP-telephony	30 devices	Vehicles purchase and system installation	March	Information technologies department	Vice-rector for educational and social activity
		Introduction of pass-entry system and CCTV monitoring	Pass-entry system	Installing turnstiles, creation of AMU personnel database, maintenance of the pass-entry system	April	Information technologies department	Vice-rector for educational and social activity
		Support for educational process automation	Automation of subdivisions' work of the educational bloc	Allocation of a space on the university server and ensuring the smooth operation of the server hardware	In accordance with the contract with a supplier	Information technologies department	Vice-rector for educational and social activity
		Ensuring the functioning of the electronic document	50% of the university documents in the	Structural subdivisions' connecting to the EDMS, ensuring the	January-December	Information technologies department	Vice-rector for educational



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			electronic document management system (EDMS)	smooth operation of the server equipment, technical maintenance of EDMS			and social activity
		Increasing satisfaction with the use of information technology services	By 10%	Timely and qualitative execution of applications, study of the satisfaction with the use of information technology services	June, December	Information technologies department	Vice-rector for educational and social activity
19.3	Improvement of workflow management, optimizing information connection between structural subdivisions and officials	Increasing the share of structural subdivisions, connected to AMU corporate network	By 30%	Connecting remote clinical chairs to AMU corporate network	January-December	Information technologies department	Vice-rector for educational and social activity
		Increasing the share of employees who use AMU corporate network	By 30%	Registration of AMU employees to AMU corporate network	January-December	Information technologies department	Vice-rector for educational and social activity
<b>20</b>	<b>Management of Library’s Information Resources</b>						
20.1	Improvement of the library services’ quality	Increasing the satisfaction of internal stakeholders with library services	By 5%	Expansion of library information resources in accordance with the legislative requirements and the needs of students and staff, access to electronic databases of educational and scientific materials aimed at supporting educational and research activities of the	June, December	Head of Library	Vice-rector for educational and social activity



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				University			
<b>21</b>	<b>Management of publishing and printing activities</b>						
21.1	Increasing the satisfaction with meeting print production needs	Increasing the degree of satisfaction with meeting print production needs	By 10%	Timely receipt and execution of applications, purchase of qualitative goods for the production of printed materials, ensuring the smooth operation of the printing equipment, manufactured products account and analysis of the applications implementation	June, December	Head of publishing and printing department	Vice-rector for educational and social activity
<b>22</b>	<b>International activity management</b>						
22.1	Implementation of the principles of multilingual education (commensurate learning of the Kazakh, Russian, English and other foreign languages, training courses and educational programs based on language and culture learning)	Growth in the number of students who are fluent in English	By 20%	Development of internationalization and mobility strategies; Involving students into research works	December	Head of international cooperation department	Vice-rector for scientific and clinical activity
		Growth in the number of workers who are fluent in English	By 10%	Creation of conditions for the language training of AMU students, faculty and staff, and implementation of programs for the development of competencies to work in an international environment in order to reduce the obstacles to mobility	December	Head of international cooperation department	Vice-rector for scientific and clinical activity
22.2	Expansion of direct links of AMU with	Number of concluded memorandums on	10	Expansion of direct links of AMU with foreign	January-December	Head of international	Vice-rector for scientific



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foreign partner universities and international organizations	joint training of personnel under integrated educational programs and academic exchange of students, researchers and teachers		partner universities to improve the quality of mobility. Expansion of direct links of AMU with international organizations, funds and programs of UNESCO, Erasmus-Mundus, TEMPUS, DAAD, World Bank, etc. Positioning of AMU in the international education market as an equal partner to increase the attractiveness. Increasing the number of educational programs accredited by the Education Quality Assurance Agencies. Participation in the global ranking of universities.		cooperation department	and clinical activity
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Rector



M.Z. Shaidarov



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**Approval list**

<b>№</b>	<b>Job position</b>	<b>Full name</b>	<b>Date</b>	<b>Signature</b>
1	Vice-rector for scientific and clinical activity	F.A. Galitskiy	06/03/2013	
2	Vice-rector for educational activity	G.A. Zhaxylykova	05/04/2013	
3	Vice-rector for educational and social activity	G.Z. Khairli	04/03/2013	
4	Vice-rector for administrative and economic activity	M.O. Nurzhaubay	01/04/2013	