

INTERNAL EVALUATION OF ADMINISTRATIVE SERVICE

Directorate:
Address:
Department:

Year:

A. INTERNAL EVALUATION

11. Policy and Goal Setting		YES	NO	N/A	COMMENTS
1.1	Strategic Plan – Connection to Service/Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.2	Planning of Objectives - Actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.3	Harmonization with the Institution's Quality Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Comments

(Please note any additional comments you may have on each criterion/indicator)

12. Service Mode		YES	NO	N/A	COMMENTS
2.1	Internal Rules of Procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.2	Other Internal Regulations & Legislation governing the Service/Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.3	Procedure Guide/ Procedure Manuals (Process Flows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.4	Unit Certifications (π.χ. ISO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.5	Compliance with Legislation/Regulations/Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.6	Defined Areas of Responsibility-Responsibilities/Job Description	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.7	Keeping of Minutes/Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2.8	Written Documentation Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.9	Staff Satisfaction Rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments (Note any additional comments you may have on the criterion in total)					
13. Ensuring the Adequacy and High Quality of Personnel		YES	NO	N/A	COMMENTS
3.1	Personnel Selection Procedures & Criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.2	Labour Regulations or Employment Contracts – Staff Obligations (Complaints, Discrimination, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.3	Staff Support and Evaluation Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.4	Staff Development and Training Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.5	Health & Safety				
Comments (Note any additional comments you may have on the criterion in total)					
14. Resource		YES	NO	N/A	COMMENTS
4.1	Infrastructure/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.2	Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.3	Resource Planning				
Comments (Note any additional comments you may have on the criterion in total)					
15. Information Collection, Analysis, and Use		YES	NO	N/A	COMMENTS
5.1	Operation of Information Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.2	Data Collection (Administrative, Financial, OPESP, etc.)				
5.3	Other Tools – Procedures for Data Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5.4	Result Reports – Information Analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments (Note any additional comments you may have on the criterion in total)					
16. Public Information		YES	NO	N/A	COMMENTS
6.1	Administrative Service Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.2	Bilingual Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.3	Website Completeness (Greek)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.4	Website Completeness (English)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.5	Website Maintenance/Renewal/Update Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.6	Other Media & Channels of Communication (View and publish information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments (Note any additional comments you may have on the criterion in total)					
17. Continuous Monitoring & Periodic Internal Evaluation		YES	NO	N/A	COMMENTS
7.1	Conduct of an annual evaluation/Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.3	Process Review/Adaptation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.4	Assessment of Implementation of Objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.5	Corrective/Preventive Action Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments (Note any additional comments you may have on the criterion in total)					
B. OBSERVATIONS OF THE INTERNAL EVALUATION					
The Quality Assurance Committee of the Aristotle University of Thessaloniki at the Meeting No. and having taken into account:					

- The legislation in force
- Documents of the Service
- Information systems data
- General Guidelines of the EAIA
- The website
- Cooperation with those responsible for the Service

Made

in the Internal Evaluation of "....." of the Directorate and came to the following findings: Choose an item. Choose an item.

B1. FINDINGS

B1.1. POSITIVE POINTS/GOOD PRACTICES

In addition to the above, positive points are the following:

B.1.1.1

B.1.1.2

B1.2. WEAKNESSES

The following can be referred to as "weak points":

B.1.2.1

B.1.2.2

B1.3. PROPOSED PREVENTIVE/CORRECTIVE ACTIONS

In particular, the following are proposed:

B.1.3.1		
B.1.3.2		
Director:		
Orderer:		
Responsible Officer:		
Responsible Officer of MODIP:		
Competent member of the Quality Assurance Committee:		
Date:		
The President of the Quality Assurance Committee		The Secretary of the Quality Assurance Committee