




# INTEGRATED QUALITY MANUAL

UNE-EN-ISO 9001:2015  
UNE-EN-ISO 14001:2015  
INTERNAL QUALITY ASSURANCE SYSTEM (SGIC)

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## 0. REVISION RECORD, MANUAL APPROVAL, AND PRESENTATION

### 0.1. REVISION RECORD

REV Nº	DATE	MODIFICATION DESCRIPTION
1.0	13.11.2023	Creation of the Quality Manual in accordance with ISO 9001:2015.
1.1	07.05.2024	Addition of the three work centers covered by the scope.
1.2	06.02.2025	Integration of the UNE-EN-ISO 14001:2015 standard into the system's scope.

### QUALITY MANUAL APPROVAL


	Implementation	Review and approval
Name	Carmen Griñó	Jorge Irigaray
Role	Quality Manager	Academic Secretary
Date	07.02.2025	07.02.2025
Signature	CGG	JIG

## 1. GENERAL INFORMATION

The Integrated Quality Management System (QMS), implemented at the Business Administration School (hereinafter referred to as EAE), integrates the UNE-EN ISO 9001:2015 standard (Quality Management System), the UNE-EN ISO 14001:2015 standard (Environmental Management System), and the Internal Quality Assurance System (SGIC).

The Integrated Management System allows:

- Demonstrating the ability to consistently provide (1) planning and design of new programs, (2) delivery and monitoring of undergraduate and master's programs (both official and proprietary), and (3) their evaluation, ensuring compliance with applicable legal and regulatory requirements.
- Increasing satisfaction among students, faculty, and corporate partners of EAE through the effective application of the system, including continuous improvement processes and compliance with customer, legal, and regulatory requirements.
- Managing and minimizing environmental impact by ensuring compliance with current regulations. This includes optimizing the use of natural resources, improving waste management, and promoting a sustainability culture among students and staff. The system also integrates environmental criteria into decision-making, aligning the institution with principles of social responsibility and operational efficiency.

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## 2. DETERMINATION OF THE SCOPE OF THE INTEGRATED QUALITY MANAGEMENT SYSTEM

The scope includes the design, delivery, monitoring and evaluation of undergraduate, postgraduate and lifelong learning training. And it covers official university degrees and own degrees with blended and face-to-face modalities, also considering the environmental management associated with these activities.

The domain of application of the elements of the Integrated Management System, described in this manual, is as follows:

### UNE EN-ISO 9001:2015 / UNE EN-ISO 14001:2015

- Planning of the training offer.
- Academic management (delivery, monitoring and evaluation of programmes)
- Student service.
- Administrative, strategic and support activities, including the efficient management of resources and the control of environmental impacts derived from academic and operational activity.

The following requirements defined in the UNE-EN-ISO 9001(2015) and UNE-EN-ISO 14001:2015 standards do not apply to the Integrated Management System:

REQUIREMENT	JUSTIFICATION
7.1.5 (ISO 9001) Monitoring and measurement resources 9.1.1 (ISO 14001) Monitoring, Measurement, Analysis and Evaluation	This requirement is not applicable due to the nature of the activities performed and the service provided, nor is it a requirement of the customer that the company perform activities that require calibration or verification.

### Work Centers where the scope is carried out:

Calle Aragón 55, 08015 Barcelona.


Calle Aragón 28, 08015 Barcelona.

Calle Tarragona 110, 08015 Barcelona.

## 3. INTEGRATED QUALITY MANAGEMENT SYSTEM

The QMS of the **EAE group of companies** has been designed according to the requirements of the standard:


1. **UNE-EN ISO 9001:2015 – Quality management systems. Requirements.**
2. **UNE-EN-ISO 14001:2015 – Environmental management system. Requirements.**
3. **Royal Decree 822/2021, of 28 September, establishing the organisation of university education and the procedure for ensuring its quality.**
4. **AQU (University Quality Assurance Agency) requirements.**

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The legal and regulatory requirements identified in the DOCUMENT MANAGEMENT TABLE (EAEBN-FOR-004) have also been considered.

The relationship between the requirements of the standard and the documented information developed internally is described below:


Quality Management System Requirement (according to UNE-EN ISO 9001:2015)	Defined in	Code	Requirements AQU Guide for the certification of internal quality assurance systems in higher education centres.	Environmental Management System Requirement (according to UNE-EN-ISO 14001:2015)
<b>4. Context of the organization</b>				
4.1. Understanding the organization and its context	Internal and external organizational analysis	EAEBN-QD-005	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
4.2. Understanding stakeholder needs and expectations	Analysis of stakeholder requirements	EAEBN-QD-006	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
4.3. Determining the scope of the quality management system	Scope of application of the QMS (Quality Manual)	EAEBN-QD-001	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
4.4. Quality management system and its processes	Process Map	EAEBN-QD-004	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
	Process Sheets	EAEBN-PS-xxx	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
<b>5. Leadership</b>				
5.1. Leadership and commitment	Strategic Plan	Confidential	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
5.2. Policy	Integrated Quality Policy	EAEBN-QD-002	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	5.2. Environmental policy
5.3. Roles, responsibilities and authorities in the organization	Organization chart	EAEBN-QD-011	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
	Job Definitions	EAEBN-JD-xxx	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
<b>6. Planning</b>				
6.1. Actions to address risks and opportunities	Action Plan	EAEBN-QD-007	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015
<i>Not incorporated in ISO 9001</i>	Identification of significant environmental aspects	EAEBN-QD-012	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	6.1.2 Environmental Aspects
<i>Not incorporated in ISO 9001</i>	Environmental regulations	EAEBN-QD-013	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	6.1.3 Legal and other requirements
6.2. Quality objectives and planning to achieve them	Quality objectives	EAEBN-QD-003	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	6.2 Environmental objectives

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Quality Management System Requirement (according to UNE-EN ISO 9001:2015)	Defined in	Code	Requirements AQU Guide for the certification of internal quality assurance systems in higher education centres.	Environmental Management System Requirement (according to UNE-EN-ISO 14001:2015)
6.3. Change planning	Change Management: Management Review	EAEBN-FOR-010	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	<i>Not incorporated in the 14001. Implicit in 6.1.2; 7.4.2 and 8.1</i>
<b>7. Support</b>				
7.1. Resources				
7.1.1. General Information	Process Sheet: Administration	EAEBN-PS-009	<i>DIMENSION 5. Learning Resources and Services</i>	<i>Common with ISO 9001:2015</i>
7.1.2. People	Process sheet: HR	EAEBN-PS-011	<i>DIMENSION 4. Teaching staff</i>	<i>Common with ISO 9001:2015</i>
7.1.3. Infrastructure	Process Sheet: Maintenance	EAEBN-PS-012	<i>DIMENSION 5. Learning Resources and Services</i>	<i>Not incorporated in the 14001. Implicit in 6.1.3 and 8.1</i>
7.1.4. Environment for the operation of the processes	Process sheet: HR	EAEBN-PS-011 SOP-xxx	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	<i>Not incorporated in the 14001.</i>
7.1.5. Monitoring and measurement resources	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 5. Learning Resources and Services</i>	<i>Common with ISO 9001:2015. See point 9.1.1</i>
7.1.6. Organisational knowledge	Knowledge management	EAEBN-QD-008	<i>DIMENSION 7. R+D+i and knowledge transparency</i>	<i>Not incorporated in the 14001.</i>
7.2. Competence	Process sheet: HR	EAEBN-PS-011	<i>DIMENSION 4. Teaching staff</i>	<i>Common with ISO 9001:2015</i>
7.3. Awareness	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 5. Learning Resources and Services</i>	<i>Common with ISO 9001:2015</i>
7.4. Communication	QMS Communication	EAEBN-QD-009	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	<i>Common with ISO 9001:2015</i>
7.5. Documented information	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	<i>Common with ISO 9001:2015</i>
<b>8. Operation</b>				
8.1. Operational planning and control	Process file: Admissions, Academic, PIU, Alumni	EAEBN-PS-005, 006, 007, 008 SOP-xxx	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	<i>Common with ISO 9001:2015. Incorporates Life Cycle Analysis in QD-012</i>
8.2. Requirements for products and services	Process file: Admissions, Academic, PIU, Alumni	EAEBN-PS-005, 006, 007, 008 SOP-xxx	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	<i>Not incorporated in the 14001.</i>
<i>Not incorporated in ISO 9001</i>	Emergency Response	EAEBN-SOP-102	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	<i>8.2. Emergency preparedness and response</i>

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Quality Management System Requirement (according to UNE-EN ISO 9001:2015)	Defined in	Code	Requirements AQU Guide for the certification of internal quality assurance systems in higher education centres.	Environmental Management System Requirement (according to UNE-EN-ISO 14001:2015)
8.3. Design and development of products and services	Process sheet: Planning of the training offer, Marketing and communication	EAEBN-PS-002, 003	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	Common with ISO 9001:2015. Incorporates Life Cycle Analysis in QD-012
8.4. Control of externally supplied processes, products and services	Process Sheet: Administration	EAEBN-PS-009	<i>DIMENSION 4. Teaching staff</i>	Common with ISO 9001:2015. Incorporates Life Cycle Analysis in QD-012
8.5. Production and provision of the service	Process file: Admissions, Academic, PIU, Alumni	EAEBN-PS-005, 006, 007, 008 SOP-xxx	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	Not incorporated in the 14001.
8.6. Release of products and services	Process file: Academic, PIU, Alumni, Administration, Student & experience	EAEBN-PS-006, 007, 008, 009, 010 SOP-xxx	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	Not incorporated in the 14001.
8.7. Control of non-compliant outputs	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 2. Design, approval and monitoring of training programmes</i>	Common with ISO 9001:2015. See point 10.2
<b>9. Performance evaluation</b>				
9.1. Monitoring, measurement, analysis and evaluation				
9.1.1 General Information	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015.
	Scorecard indicators	EAEBN-FOR-021	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015.
9.1.2. Customer satisfaction	Process sheet: Integrated Quality Management System, Academic, Student & experience, Marketing, Alumni	EAEBN-PS-001, 003, 006, 010, y 008	<i>DIMENSION 3. Teaching, learning and student support</i>	Common with ISO 9001:2015.
9.1.3. Analysis and evaluation	Process sheet: Integrated Quality Management System, Academic, Student & experience, Marketing, Alumni	EAEBN-PS-001, 003, 006, 010, y 008	<i>DIMENSION 3. Teaching, learning and student support</i>	Common with ISO 9001:2015.
9.2. Internal audit	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 7. R+D+I and knowledge transparency</i>	Common with ISO 9001:2015.

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9.3. Management Review	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 1. SGIC Quality and Efficiency Policy</i>	Common with ISO 9001:2015.
<b>10. Improvement</b>				
10.1. General Information	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 3. Teaching, learning and student support</i>	Common with ISO 9001:2015.
10.2. Non-conformity and corrective action	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 3. Teaching, learning and student support</i>	Common with ISO 9001:2015.
10.3. Continuous improvement	Process sheet: Integrated Quality Management System	EAEBN-PS-001	<i>DIMENSION 3. Teaching, learning and student support DIMENSION 6. Public information and accountability</i>	Common with ISO 9001:2015.

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