

Proposal for reform 2: Building a quality culture

Generic guidance

The group facilitator and participants are invited to spend 5 minutes reading and noting the following generic questions that should inform discussions during each workshop break-out session

- With reference to the strategic priority area **Building a quality culture**, what problems or challenges need to be addressed, and what is in need of reform?
- What are the pointers to reform in terms of actions that might need to be taken, or changes made?
- What institutions, bodies, or systems, are or might be required to deliver reforms or changes?
- Do any existing arrangements at institutional, regional, or system/national level need to be rationalised and are any reconfigurations required?

Questions for discussion

1. Where does the Thai system fit within Burton Clark's triangle? Where should it fit? To whom (or to what) should a university be accountable: the State, other universities (its 'peers') or its users (market)?
2. How does the Ministry/OHEC obtain its information on the quality of the programmes offered by your universities? What sanctions does it have at its disposal (in dealing with poor quality institutions)?
3. How would you describe the relationship between your universities and the Ministry/OHEC? Are the terms 'regulating as partner' and 'regulating as object' useful in discussing this relationship?
4. Are there any changes that you would propose to the arrangements that you have described in response to the previous questions? What would make the system work better?
5. How well developed are your internal quality management systems? How would you describe their characteristics? Are they, in your view, effective? How would you describe the 'quality cultures' of your universities?
6. What would need to change, both within your institutions and in their relationship with the Ministry/OHEC, for your quality management systems to be more effective?