

IAQ QUALITY SUSTAINABILITY AWARD 2022 - ONE-PAGE SUMMARY

Project and contact details		
The name of the quality sustainability project (max. 100 characters)		
Son La Department of Education and Training - building an equal educational environment, lifelong learning opportunities for everyone		
Contact Person	Telephone	Email
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Organisation(s), country, where the project-members are working, including Web-page links		
Department of Education and Training of Son La Province, Vietnam. http://sogddtsonla.edu.vn/		
Project description		
<p>1. Nature of the project: Applying the integrated management system IMS (QMS ISO 9001:2015 and EOMS ISO 21001:2018) to improve the quality of education and training substantively and sustainably in Son La province</p> <p>2. The problem statement: Staff have not been approached with new concepts of service and education quality according to EOMS standards. Although they are all knowledgeable and capable people, they have not formed the habit and thought to consider students and teachers of schools as customers to serve. They still maintain an imperative leadership style, not focusing on guiding and discussing to achieve effectiveness; Economic conditions, traffic and topography of Son La province face many difficulties because Son La is a province with an area of 100% hills and mountains. The population and ethnic composition of the people in Son La province have many differences between localities and each ethnic group has its own language and script. The number of poor households is still high, ranking third in the country in terms of poverty rate compared to the whole country.</p> <p>3. Project implementation steps and methodology used: Stage 1: Deploy training and coaching; Stage 2: Building a set of system documents; Stage 3: Test operation and internal evaluation; Stage 4: Official operation announcement and third-party assessment; Stage 5: Operation and continuous improvement of the quality system; Combining process management, risk and opportunity thinking with quality-oriented, process-oriented management.</p> <p>4. Methods and tools Methods: Internal assessment, Nonconformities and corrective action measures the satisfaction of learners, other beneficiaries and employees; Tools: Using SWOT, PDCA.</p> <p>5. Results achieved</p> <ul style="list-style-type: none"> - The Department of Education and Training of Son La province has become the first educational institution to successfully apply an integrated quality management system in Vietnam and be assessed and certified by a third party. - Students' academic results are improved, the ranking of high school graduation in 2022 increases by 10 places compared to 2021; up 13 steps compared to 2020 and 14 steps up compared to 2019. - The level of satisfaction of students, parents, teachers, people and businesses with the activities of the Department of Education and Training is improved. - The education management system is built fully and synchronously, satisfying the learning needs of all people. Interested in and developing special education; supporting disadvantaged students, especially the policy of exemption and reduction of 100% of tuition fees for ethnic minorities. In addition, ethnic minority students are supported with money, food, and accommodation every month from the budget of Son La province. <p>Mention which UN Sustainable Development Goals in particular, the project supports following GOAL 4: Quality Education GOAL 10: Reduced Inequalities GOAL 11: Sustainable Cities and Communities</p>		
Project leverage potential	Picture/Image describing the project	
This project can be applied in educational institutions; state management authorities in education in Vietnam and around the world regardless of the size of the organization. Right after Sonla Education successfully applied the IMS, the Department of Education and Training of Nam Dinh province issued an official document on the learning experience at Sonla Education, and at the same time established the project "Building and applying the integrated quality management standard system IMS at the Department of Education and Training of Nam Dinh province" (Expected to be implemented next year 2023)	<p>Stage 1: Deploy training and coaching</p> 	



Stage 5: Operation and continuous improvement of the quality system

Media Related Links

<https://trangtraiviet.danviet.vn/so-gddt-son-la-danh-gia-noi-bo-he-thong-quan-ly-chat-luong-tich-hop-iso-90012015-iso-210012018-20211110110809082.htm>

<https://vnanet.vn/vi/anh/anh-thoi-su-trong-nuoc-1014/son-la-be-mac-danh-gia-ngoai-he-thong-quan-ly-chat-luong-tich-hop-ims-5833486.html>

<https://giaoducthoidai.vn/son-la-cong-bo-chung-nhan-he-thong-quan-ly-chat-luong-tich-hop-ims-post582909.html>

<https://nhandan.vn/don-vi-giao-duc-dau-tien-o-viet-nam-ap-dung-va-van-hanh-he-thong-ims-post679241.html>



Stage 2: Building a set of system documents



Stage 3: Test operation and internal evaluation



Note: Picture/Image describing the project at page 2 may reject (if any). One –Page Summary is requirements.