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THE WORLDWIDE SETTING OF HIGHER EDUCATION QUALITY ENHANCEMENT ACTIVITIES COUPLED WITH KPIS: AN OPEN COMPOSITION FOR YARMOUK UNIVERSITY IN JORDAN

Abstract: *The Higher Education within the glob presently a day confront an unused time due to changes within the way individuals see higher education educate. They have achieved numerous add-up to quality profile in terms of quantity and quality at programs and graduate levels in the world. Desires for ways better execution in terms of instructing and creating competent college graduates are expanding. In the meantime, universities strike to expand certain avances at the international level in terms of expanding vertically and horizontally to offer a solid high quality and progressed learning opportunities to satisfy client needs. To achieve this, higher education arrangements higher education policy makers ought to make such an environment in which agencieshas pride in their work and keep up with new developments and changes.*

Keywords: *KPI, educational quality, Jordan*

1. Introduction

The Higher Education within the glob presently a day confront an unused time due to changes within the way individuals see higher education educate. They have achieved numerous add-up to quality profile in terms of quantity and quality at programs and graduate levels in the world. Desires for ways better execution in terms of instructing and creating competent college graduates are expanding. In the meantime, universities strike to expand certain avances at the international level in terms of expanding vertically and horizontally to offer a solid high quality and progressed learning opportunities to satisfy client needs. To achieve this, higher education arrangements higher education policy makers ought to make such an environment in which

agencieshas pride in their work and keep up with new developments and changes.

Quality is a slippery trait of values, which cannot be easily measured or quantified. Quality assurance refers to a run of audit strategies designed to protect scholastic guidelines and advance learning openings for students of satisfactory quality. Quality enhancement is taking ponder steps to bring about continual improvement within the viability of the learning involvement of students (AACSB, 2016; and, African Union, (2015),

The quality assurance development and enhancement in higher education directly stand as one of the most excellent needs of cutting-edge higher education systems in the globe. In the recent past decades, various countries in the world have established national quality assurance bodies in arrange

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to ensure that higher education has no compromise on quality (Elassy Noha, 2015). Due to the weight of internationalization and globalization higher education systems have had to benchmark their quality assurance criteria from the worldwide developed higher education system to orchestrate quality affirmation and legitimacy. There are different components influencing the establishment of quality assurance in higher education appeared up to be around the world in nature, be that because it may, some of the component are incomprehensible to miss to Jordan.

2. Problem statement

Yarmouk University still have developing intrigued in creating of quality systems as a means of organizational change through the perfection of key processes. It looks to grasp the quality management philosophy and incorporate the universal quality assurance standards as an integral part of its vital objectives, since of competition and orders for responsibility by accreditation, to focus on improving the quality of scholastic and other services. So that, this article designs the responsible system of quality improvement and enhancement to coordinate and control all forms to guarantee national accreditation agencies and other statutory bodies necessities, internal and external clients, stakeholders and imminent employers are met (Haris, Ikhfan, 2013); and, AACSB, 2016).

Because it gets to be non-voluntary accreditation for both organizational and programs of higher education institution, Yarmouk, in a time of worldwide competition, this article will bring together the issues and proposed arrangements of quality improvement and enhancement coupled with Key Performance Indicators (KPIs) to most genuine challenges confronting local and universal accreditation. (Cremonini, *et al*, 2012; AAU, 2015)

Yarmouk Colleges ought to learn from the all-inclusive authorized organization i.e., QAA etc. barely to accomplish their key objective i.e., advancing overall objective; advancing environment of higher education; make the portion of higher education i.e., teaching-learning- assessments smart works out; and, actualize universal best sharpen strategies over periodic studies and scientific research. The middle of these operational plans will incorporate reengineering of quality frameworks in consonance with around the world criteria.

2.1. Aims and Objectives

This article aimed at prescribing distinctive ways of appraising and enhancing the quality of the higher education institutions and making them more critical to social and economic demands; lengthening get to higher education; increasing number of students, as a rule within the confront of diminishing unit cost; guaranteeing comparability of course of action and strategies, interior and between higher education institutions, counting universal comparisons.

2.2. Research Questions

Is the culture solid of quality? Does the organization design strengthen or prevent quality achievement? Is quality recognized as an issue? Is the focus right for accomplishing quality? Is the mind-set all-encompassing or reductionist?

2.3. Methods

Data for this exploratory report were gotten by recommended of see of scattered surface utilizing characterized watchwords and electronic databases were looked covering wide range period of more than 15 a long time commencing the early of 2000s, using

content words and passage terms: Jordan, Arab world, higher education, total quality management framework, quality assurance, quality control, higher education reform, quality audit. In expansion, reference list of disseminated studies was looked physically for present articles. To play down disposition and progress the value of this report researchers conducted exhaustive examination of existing literature by implies of individual contact with senior officers at higher education authorities, government workplaces, and national quality and accreditation divisions and key universal sources i.e., QAA (QAA), AACSB, and local sources such as the Ministry of Higher Education (MOHE), , Jordan University and Jordan University of Science and Technology. Qualified studies were those that centered on the Jordanian higher education delivery and control systems. Avoided studies were those that centered on extensive outline and replicated considers. Two analysts (AR, RT) autonomously screened the titles and unique of the recognized thinks about and duplications were outside. Studies considered qualified for full content screening were recovered for full review. The analysts autonomously evaluated the papers for qualification and quality and met to resolve any discrepancy with respect to qualification and/or quality. The key highlights of the considers were summarized, tables and pertinent portrayal of KPIs and area of enhancement frameworks was carried out. Despite the overwhelming endeavors to set up the quality frameworks in Yarmouk University since 2012, the researchers have done a quick "SWOT" analysis and find essential (not compelled to) preminent hindrances to quality among which of: framework and procedures, culture, organization design, administration perspectives. Systems and methodologies: quelling the intrigued of quality; Culture: states of mind, values and convictions.

As a consider action report the researchers

concur to construct the body of the research about on the bases of target industry higher education subsystems identification in Jordan which has certain demographic characteristics, briefing almost the higher education and quality systems with the focus on development and enhancement trends with the focus on government funded services to be compared at neighborhood, regional and international levels (ANQAHE, 2012).

3. Implications of higher education placement and enhancement programs

There is a need for Yarmouk University to be crucial in framing quality frameworks and the practice of the same and guaranteeing that esteem in all services provided. This will empower Yarmouk to adjust its foci of quality administration to realized advancement and improvement in conjunction with around the world adaptable components of present-day higher education directions. In doing so, this article will offer to Yarmouk university a comprehensive tracts of standardized quality advancements and enhancement operational exercises and weigh them on the scale of quality assurance to ensure a key adjustment required for improved quality

3.1. Limitations of the study

It is anticipated that there will a few impediments in this study among of which of the followings: This study will be restricted to public higher education entity in north of Jordan. It will examine the most causes of blocking the advance of improving and modernizing the quality profile to meet the local and international requirements. It will may not incorporate the specified examinations of eight standards of the local accreditation office in terms of

measuring all of the exhibitions with agreement to the furnished standers and planning of remedialactivities and create the

advancement and enhancement bundles with the required KPIs.

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