

проблемы, причины их возникновения, меры обнаружения, даны рекомендации по дальнейшему недопущению подобных проблем, а также временные рамки реализации вносимых предложений.

Данные, полученные в результате нашего исследования, позволили внести практический вклад в эффективное функционирование одной из базовых кафедр нашего вуза и были использованы для оптимизации работы других его подразделений. ■

Статья поступила в редакцию 7.09.2022

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Analysis and Activities Evaluation of the University Structural Unit

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Citation: Goryunova S.M., Nikolaeva N.G., Kulakov D.M., Cherkasova E.I. Analysis and Activities Evaluation of the University Structural Unit, *Kompetentnost' / Competency (Russia)*, 2022, no. 9–10, pp. 11–15. DOI: 10.24412/1993-8780-2022-9-11-15

key words

service quality, optimization, department, process efficiency

Maintaining the high quality of educational services requires constant monitoring and evaluation of the activities of both the educational institution as a whole and its structural divisions separately. Properly performed analysis and risk assessment allows the company to identify areas of high risk and make timely decisions to reduce the impact of negative consequences. In the article, we have presented a study of the effectiveness of the functioning of the processes of one of the leading departments of the university in Kazan. With the help of a survey of the staff of the department, as well as the students studying in it, we got data that made it possible to identify the most vulnerable areas that require special attention from the leadership of both the department and the university. The survey involved 27 employees of the department and 90 students. The analysis carried out by FMEA made it possible to identify the priority risks of potential process nonconformities and propose measures to detect and prevent their occurrence.

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