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POLICY IN THE FIELD OF THE INTEGRATED MANAGEMENT SYSTEM JSC «Astana Medical University»

JSC «Astana Medical University» representing itself as a large educational, scientific and medical center of Kazakhstan makes a significant contribution to development of intellectual and personnel potential of health care and also improvement of the health condition of the population in the Northern region and the country as a whole.


Main objectives and obligations of the University:

- training qualified and demanded specialists and a scientific - pedagogical staff for a labor market in accordance with existing and perspective requirements of the society and the state;
- satisfaction of individual needs in intellectual, cultural and moral development by means of receiving the higher, postgraduate and additional medical and pharmaceutical education, professional development in the chosen sphere of activity and continuous professional improvement;
- scientific capacity development of health care branch;
- creating of technologically, organizationally and economically effective organization using internal potential in maximum (the accumulated professional knowledge and experience), and also knowledge in the field of the integrated management system for continuous development and improvement of the organization, economic welfare improvement of the organization and the personnel.
- decrease emerging threats and increase opportunities to achieve strategic objectives, save the reputation and development of the University.
- Improvement the quality of management and positive change of culture of University management

Directions and principles of realization of the strategic objectives and obligations of the University:

1. Increase of consumer satisfaction degree and other parties concerned:

- providing high level of professionalism in the organization and providing educational and other services according to legislative and other normative documents, requirements and expectations of consumers and all other parties concerned;
- establishing and development of the academic environment directed to the personality's creativity self-realization, possessing responsibility, civil consciousness and requirement to continuous education throughout all life;
- creating favourable psychological environment for the students, promoting to painless overcoming obstacles in student's life and social adaptation;
- continuous improvement of educational and other services on the basis of studying external changes, internal tendencies, requirements and consumers' expectations, employers and other parties concerned;
- development of partnership and an exchange of experience with other higher education institutions, scientific centers and the organizations in the sphere of medicine, health care and environmental protection, including the international cooperation, promotion of joint projects with partners for establishing and systematic increase of values for consumers and other parties concerned, realization of the strategic objectives, mission and vision;
- productive management of any adverse effects of the activity on life of society and environment.

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2. Involvement of employees into the University effective activity:


- personnel care, recognition and respect of each employee at the University;
- continuous development of professional qualification level and personnel competence, skills development and the personnel competence necessary for achievement the strategic objectives, realization of Mission, Vision, policy and the purposes in the field of the integrated management system;
- creation safe and comfortable working conditions and social and psychological climate in the staff, promoting personnel development, manifestation of its initiative and creative potential;
- encouragement of personnel initiative in the field of innovations in all aspects of the University activity, promotion of realization of employees' abilities providing justice and equal opportunities;
- formation of organized group of the highly skilled professionals capable to work in a team effectively;
- involvement of all employees for active participation in environmental conservation, energy conserving activity, health and safety, to motivate this participation, and training and professional development of employees in these areas.

3. Ensuring the development of the University

- increasing the introduction of modern informative and communicative and innovative educational technologies;
- development of scientific researches, innovative activity for the training of highly qualified scientific staff;
- development and strengthening of cooperation in the field of science, medical education and clinical practice, the integration into the international educational and scientific community;
- continuous improvement of the efficiency and effectiveness of the integrated management system, involvement of the whole staff in the process of its improving;
- development of trusting relations and promotion of joint plans to improve quality of the management systems with customers, employees, partners and suppliers, the realization of their responsibility towards consumers for the quality of suppliers;
- continuous improvement of the methodological, material technical and informative bases;
- systematic analysis of the achieved level of service quality of the University and the processes of their provision, holding regular self-evaluation of the University according to the model of perfection EFQM in order to identify opportunities for improvement.

4. To support project management:

- support management of all projects which are realizing at the University for definition of index and regulation processes;
- the effective project management in development of projects' quality management system at the University;
- establishment of leading principles on elements of quality system, concepts and practical procedures, realization of which is important for the quality and which influence on its achievement in project management;
- creation of enabling environment referring to quality within an appropriate organizational structure. Involvement of all staff in achieving the processes quality and a product of the project;

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- constant improvement of methods and methods of projects formation and expansion the range of actions and effectiveness;
- continuous study of ways of the quality processes improvement and the project's works execution through the study of experience;
- continuous improvement the future projects, which are focused on an efficiency principle of the projection of the optimal process and control of the process than the control of the final result;
- control under efficiency of project management system within a framework of analysis from a side of authorities.

5. Providing security of information resources protection:


- creating a reliable informative system which is capable to provide with protection from harmful programs, interruption and loss of information;
- continuous improvement of methodological, material technical aspects of information base of the University;
- prevention and management of any risks and possible incidents in the field of information security;
- continuous supply with confidentiality, integrity and controllable accessibility of information shares of the University;
- acknowledgment of information security as a part of corporative culture in the University.

6. Providing security development of the corporative social responsibility:

- awareness and division of responsibility for the stable future of the society through guiding in taking decisions by the approaches of stable development, applying complex, balanced consideration of social, economic and ecological factors;
- introduction of corporative culture in the field of quality, environment protection and security of labour;
- orientation to the meeting of wide range of expectations of a society from the activity of the University directed to quality improvement in standard of living;
- all possible assistance in formation of patriotism, citizenship skills, internationalism, high morality and morals in young generation;
- recognition of principles of the corporative social responsibility as an integral constituent part of the corporative culture of the University directing by them taking it as the main point for the relationship with concerned parties;
- recognition of importance and universal feature of human rights and of admittance of their violation in the activity;
- absolute observance of all laws and normative acts admissible for the activity of the University;
- establishing the relationships with consumers, staff, share-holders, business partners on the base of honesty, sincerity and transparency.
- presenting objective, clear, timely, based on the facts information about its activity to all parties concerned.

7. Provide a risk management:

- management of all types of risks in all key areas of activity, at all levels of the University;
- making available to each department and the employee of tasks in the process of risk management within the competence , knowledge and information;

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➤ appropriate and correct time of involving interested parties in the process of risk management, taking into account their views and interests in determining the acceptance criteria of risk;

➤ development and implementation of strategies for the development of risk management , along with the development of management systems and other aspects of the University.

8. Provide ecology risk and waste management from production activity of the University:

➤ provide the availability of resources necessary to develop, implement, maintain current and improve ecology management;

➤ establish and share responsibilities and accountability, as well as the delegation of authorities to facilitate the effective operation of ecology management system;

➤ timely detection, assessment of the ecology aspects, development and implementation of measures for reducing and managing the relevant aspects, as well as timely and full provision with information of all stakeholders about significant ecology aspects of Ecology Management System;

➤ control effectiveness of ecology management system within the framework of an analysis from a side of executive staff.

9. Provide occupational safety and health risk management:

➤ provide the availability of resources necessary to develop, implement, maintain current and improve occupational safety and health management system;

➤ establish and share responsibilities, as well as the delegation of authority to facilitate the effective operation of occupational safety and health management system;

➤ share authorities between structural subdivisions in professional risk management from administrative and production activities;

➤ timely detection, assessment of the ecology aspects, the development and implementation of measures for reducing and managing the relevant aspects, as well as timely and full provision with the information of all stakeholders about production risk of occupational safety and health management system;

➤ audit, comply with the requirements and control the effectiveness of occupational safety and health management system.

10. Provide the effective management of energy saving measure:

➤ provide the availability of resources necessary to develop, implement, maintain current and improve energy management system;

➤ establish and share responsibilities, as well as the delegation of authority to facilitate the effective operation of energy management system;

➤ share authorities between structural subdivisions in management of energy saving measure;

➤ development or approbation of assessment methods and assessment of energy effectiveness;

➤ timely detection, assessment of energy saving measures, the development and implementation of measures for reduction of energy consumption, as well as timely and full provision with the information of all stakeholders about energy saving of energy management system;


➤ audit, comply with the requirements and control the effectiveness of energy management system.

High quality education must be provided on the base of the following principles:

➤ employing new educational technologies;

➤ complex approach to the granting educational services;

➤ fundamental training and harmonious development of students' personality;

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- integration of academic process and modern scientific investigations;
- orientation to the current and perspective needs of labour market;
- high professional level of scientific-pedagogical staff;
- systemic approach to a solution of quality problem in educational activity;
- motivation and active involvement of teachers, staff and students in the activity on improvement of education quality;
- sincerity towards the mutual-beneficial cooperation and providing security of high confidence for credibility business partners to the University;
- mutual-beneficial cooperation with the clinics of Astana;

Administration of Joint-Stock Company “Astana Medical University” takes a responsibility for realization of the Policy in the field of integrated management system and its regular analysis for adequate capacity and fit.

Approved by the decision of the Board of JSC “Astana Medical University” from «17» December, 2014, protocol № 48

