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The Development of Quality Assurance Unit in Itenas

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Abstract. In Higher Education Long Term Strategy (HELTS) 2003 – 2010, organizational health is one of the strategic issues and a continuous quality improvement should become its primary concern. Inline with those, one of the strategic plans of ITENAS is to develop the quality assurance unit (QAU) as a centre of quality assurance for all study programs, and to achieve continuous quality improvement in its educational process. Supported by TPSDP grant, Itenas develop Quality Assurance Unit based on Plan-Do-Check-Action (PDCA) management approach. There are four activities that have been proposed to develop quality assurance unit : Developing Organizational Structure and Working Mechanism, Developing Criteria and Standard for Quality, Developing Documents and Instruments, and Developing Monitoring and Evaluation System. The cultural change to carry on quality assurance activity will be cultivated through gradual socialization to all academic staff. Some of the result of the activities are: the establishment of peer group, as the main force for quality assurance activities and development; the development of quality culture among academic staffs of Itenas; significant increase in the average score of several courses, as a result of continuous monitoring process and an improved understanding toward the need to quality among teachers; systematic collection of Procedure Manuals and Work Instructions in almost all unit in Itenas, and sharing of best practices about the process of quality assurance between study programs.

Keywords: Quality assurance, continuous quality improvement, PDCA

Dealing with Virtual R&D Teams in New Product Development

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Abstract: National and global collaboration in research and development (R&D) is becoming increasingly important in creating the knowledge that makes research and business more competitive. Multinational enterprises have increased their research and development (R&D) investment in different countries. These multiple sites encourage the development of more ideas, due to the varied international backgrounds in global networks and the knowledge spillovers. In order to secure the viability of business processes, services and products R&D teams need to access and retrieve information from as many sources as possible. From the other perspective virtual teams are important mechanisms for organizations seeking to control scarce resources across geographic and other boundaries. Moreover, virtual collaboration has become vital for most organizations. This is particularly true in the context of designing new product and innovative services. In this paper all the major aspects of Virtual R&D team are discussed in technical terms. The paper provides an integral definition and characterization of virtual R&D team. The potential value that is created by virtual R&D teams for new product development is explored. Lastly, pertinent practical guidelines and implications are presented.

Keywords: Virtual R&D team, NPD, Technology management