# Quality approach

Hcéres evaluations and analyses must fulfil a large number of requirements in matters of professional ethics and European quality assurance principles, among others. To satisfy these requirements, Hcéres has set up an internal quality assurance system in support of all its activities and at the service of its strategic plan.

## Quality policy

- A continuous improvement approach

## Stakeholders

- Within Hcéres, quality is a constant concern for all

## Quality tools

- Hcéres has created several tools that are used in all the types of evaluation

## Ethics at Hcéres

Hcéres is subject to a set of rules to ensure the quality and reliability of its evaluations.

## The European Framework for Quality Assurance in Higher Education

- Bologna Process, European Standards and Guidelines (ESG)

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