

Hanoi, June 30, 2021

DECISION

on the promulgation and application of the documents of the Quality Management System of Hanoi University of Science and Technology according to TCVN ISO 21001:2019 (ISO 21001:2018)

THE PRESIDENT OF HANOI UNIVERSITY OF SCIENCE AND TECHNOLOGY

Pursuant to the Law on Higher Education dated June 18, 2012 and the Law amending and supplementing a number of articles of the Law on Higher Education dated November 19, 2018;

Pursuant to Decree No. 99/2019/NĐ-CP dated December 30, 2019 of the Government detailing and guiding the implementation of a number of articles of the Law amending and supplementing a number of articles of the Law on Higher Education;

Pursuant to the Decision No 4150/QĐ-BKHCN dated December 31, 2019 of the Ministry of Science and Technology on the publication of TCVN ISO 21001:2019 (ISO21001.2018), Educational institutions - Management systems for educational institutions - Requirements and instructions for use;

Pursuant to the Regulation on Organization and Operation of Hanoi University of Science and Technology No. 16/QC-ĐHBK issued by the University Council on September 7, 2020;

At the request of the Head of Quality Management.

DECIDES:

Article 1. To promulgate and apply the documents of the Quality Management System according to TCVN ISO 21001:2019 (ISO 21001:2018) for management activities, administration and administrative procedures at Hanoi University of Science and Technology (The list of documents is in the Appendix issued with this Decision).

Article 2. This Decision takes effect from the date of signing, substituting the documents regulating the quality management system according to ISO previously issued by Hanoi University of Science and Technology.

Article 3. The Heads of Units throughout the University are responsible for organizing and implementing this decision.

Recipient:

- As in Article 3;

- Filed: Administrative Office, Quality Management Office

PRESIDENT

(Signed and sealed)

Assoc. Prof. Dr. Huynh Quyet Thang

**LIST OF
DOCUMENTS OF THE QUALITY MANAGEMENT SYSTEM
OF HANOI UNIVERSITY OF SCIENCE AND TECHNOLOGY
ACCORDING TO TCVN ISO 21001:2019 (ISO 21001:2018)**

(attached to Decision No. 1596/QĐ-ĐHBK dated 30 June 2021 of the President of Hanoi University of Science and Technology)

No.	Name of document	Code	Issue time	Date of approval
I. General documents of the Quality Management System				
1.	Guiding to building professional process	QLCL.HD01	01	06/5/2021
2.	Guiding to define organizational context	QLCL.HD02	01	
3.	Guiding to identify stakeholders' needs and expectations	QLCL.HD03	01	
4.	Guiding to identify and control risks	QLCL.HD04	01	
5.	Process of building and controlling quality goals	QLCL.QT01	01	
6.	Process of controlling documents and records of Quality management system	QLCL.QT02	01	
7.	Stakeholder survey process	QLCL.QT03	01	
8.	Internal review process and review of manager	QLCL.QT04	01	
9.	Quality improvement process	QLCL.QT05	01	
II. Quality management documents according to functions and tasks				
1.	Administrative Office			
10.	Instructions for certifying a copy from the original	HCTH.HD01	01	06/5/2021
11.	Process of receiving and processing paper documents	HCTH.QT01.1	01	
12.	Process of receiving and processing electronic documents	HCTH.QT01.2	01	
13.	Process of signing and issuing documents	HCTH.QT02	01	
14.	Process of record and document management	HCTH.QT03	01	
15.	Process of coordinating alumni database management	HCTH.QT04	01	
16.	Process of meeting room registration and reception work	HCTH.QT05	01	
17.	Registration process for car use	HCTH.QT06	01	
18.	Process of car maintenance and repair	HCTH.QT07	01	
19.	Process of confidential document treatment	IICTH.QT08	01	09/6/2021
2. Personnel Office				
20.	Apprenticeship process for teachers	TCCB.QT02.1	01	06/5/2021
21.	Apprenticeship process for administrative staff	TCCB.QT02.2	01	
22.	Process of abroad-working staff management	TCCB.QT03	01	
23.	Process of salary increase	TCCB.QT04	01	
24.	Process of settling leave for civil servants	TCCB.QT05	01	

No.	Name of document	Code	Issue time	Date of approval
25.	Process of emulating and commending civil servants	TCCB.QT06	01	
26.	Process of extending working time for lecturers	TCCB.QT07	01	
27.	Process of staff recruitment	TCCB.QT08	01	
28.	Process of evaluating and ranking civil servants	TCCB.QT09	01	
29.	Process of training and fostering civil servants	TCCB.QT10	01	
3. Admission Council				
30.	Process of developing an admission plan	TS.QT01	01	06/5/2021
31.	Process of developing an admission project	TS.QT02	01	
32.	Process of organizing career counseling and industry experience activities	TS.QT03	01	
33.	Process of university entrance exam	TS.QT04	01	
34.	Process of direct admission to full-time university	TS.QT05	01	
35.	Process of university admission based on test scores	TS.QT06	01	
36.	Process of admission confirmation and full-time university admission	TS.QT07	01	
37.	Process of receiving students under nomination, agreement and sending for training	TS.QT08	01	
38.	Process of accepting international students	TS.QT09	01	
39.	Process of Master's admission	TS.QT10	01	
40.	Admission Process for PhD students	TS.QT11	01	
4. Academic Affairs Office				
41.	Process of developing, supplementing and adjusting training rules and regulations on training organization and management	ĐT.QT01	01	06/5/2021
42.	Process of opening the training industry	ĐT.QT02	01	
43.	Process of developing, reviewing and adjusting the output standards and program framework	ĐT.QT03	01	
44.	Process of developing, reviewing and adjusting the detailed outline of modules	ĐT.QT04	01	
45.	Process of opening classes, registering and canceling the modules	ĐT.QT05	01	
46.	Process of long-term leave, postponement, and resumption or dropping out of school	ĐT.QT06	01	
47.	Process of postponing final exams and making up exams	ĐT.QT07	01	
48.	Process of exam organization and marking	ĐT.QT08	01	
49.	Process of making exam questions at the end of the semester	ĐT.QT09	01	
50.	Process of assigning master's and doctoral thesis topics	ĐT.QT10	01	
51.	Process of renaming the topic, the instructor of the master's thesis, the doctoral thesis	ĐT.QT11	01	
52.	Process of master's thesis defense	ĐT.QT12	01	
53.	Process of defending the doctoral thesis	ĐT.QT13	01	

No.	Name of document	Code	Issue time	Date of approval
54.	Process of graduate acknowledgment for students	ĐT.QT14	01	
55.	Process of reviewing and recognizing master's and doctoral degrees	ĐT.QT15	01	
56.	Process of degree issue	ĐT.QT16	01	
57.	Process of student tuition collection	ĐT.QT17	01	
58.	Process of surveying learners' opinions on the quality of teaching and learning	ĐT.QT18	01	
59.	Process of organizing and managing training according to the Enterprise's orders	ĐT.QT19	01	
60.	Process of organizing and managing international-associated programs	ĐT.QT20	01	
61.	Process of building electronic lectures for B-LEARNING and organizing teaching on the LMS	ĐT.QT21	01	
5. Research Management Office				
62.	Process of developing a proposal of research capacity improvement project	QLNC.QT01	01	06/5/2021
63.	Process of managing databases and information on scientific research activities	QLNC.QT02	01	
64.	Process of selecting and implementing ministerial-level science and technology projects	QLNC.QT03	01	
65.	Process of receiving and using funding sources for research and innovation	QLNC.QT04	01	
66.	Process of selecting, implementing and evaluating grassroots-level topics	QLNC.QT05	01	
67.	Process of organizing student activities for scientific research	QLNC.QT06	01	
6. Finance and Accounting Office				
68.	Process of payment, comparison with treasury, bank	TCKT.QT01	01	06/5/2021
69.	Process of centralized procurement	TCKT.QT02	01	
70.	Process of paying funds	TCKT.QT03	01	
71.	Process of managing asset database	TCKT.QT04	01	
72.	Process of controlling the financial activities of the unit	TCKT.QT05	01	
7. External Affairs Office				
73.	Process of receiving international guests	HTĐN.QT01	01	06/5/2021
74.	Process of organizing international conferences and seminars	HTĐN.QT02	01	
75.	Process of applying for issuing and extending visas and work permits for foreign visitors	HTĐN.QT03	01	
76.	Process of confirming translated documents	HTĐN.QT04	01	
77.	Process of developing and coordinating external cooperation projects	HTĐN.QT05	01	

No.	Name of document	Code	Issue time	Date of approval
78.	Process of signing cooperation documents	HTĐN.QT06	01	
79.	Process of managing and supporting foreign students	HTĐN.QT07	01	
8. Facilities Office				
80.	Process of managing equipment for teaching in lecture halls	CSVC.QT01	01	05/5/2021
81.	Process of asset transfer	CSVC.QT02	01	
82.	Process of asset inventory	CSVC.QT03	01	
83.	Process of receiving sponsored assets, gifts	CSVC.QT04	01	
84.	Process of repairing and upgrading property	CSVC.QT05	01	
85.	Process of liquidating fixed assets	CSVC.QT06	01	
86.	Process of warehouse management	CSVC.QT07	01	
87.	Process of managing electricity - water system	CSVC.QT08	01	
88.	Process of phone management	CSVC.QT09	01	
89.	Process of ensuring hygiene and environmental landscape	CSVC.QT10	01	
90.	Process of managing buildings and structures on campus	CSVC.QT11	01	
91.	Process of renting classrooms, meeting rooms, halls and yards	CSVC.QT12	01	
92.	Process of location rent by auction	CSVC.QT13	01	
93.	Process of ensuring fire prevention in the university	CSVC.QT14	01	
9. Student Affairs Office				
94.	Process of organizing civic week for students	CTSV.QT01	01	06/5/2021
95.	Process of handling administrative procedures for students	CTSV.QT02	01	
96.	Process of student card issue	CTSV.QT03	01	
97.	Process of paying for graduate students	CTSV.QT04	01	
98.	Process of organizing the national Olympic team	CTSV.QT05	01	
99.	Process of buying health insurance for students	CTSV.QT06	01	
100.	Process of settling policy regimes for students	CTSV.QT07	01	
101.	Process of organizing student support events	CTSV.QT08	01	
102.	Stakeholder survey process (students, alumni, employers)	CTSV.QT09	01	

No.	Name of document	Code	Issue time	Date of approval
10. Inspection and Legislation Office				
103.	Process of synthesizing and processing information on change of teaching hours	TTPC.QT01	01	03/5/2021
104.	Process of lecture hall inspection	TTPC.QT02	01	
11. Infrastructure - Project Development Office				
105.	Process of investment project implementation	PTDA.QT01	01	06/5/2021
12. Quality Management Office				
106.	University-level self-assessment process	QLCL.QT06	01	06/5/2021
107.	Self-assessment process at the level of Program	QLCL.QT07	01	
108.	Process of organizing university-level accreditation	QLCL.QT08	01	
109.	Process of organizing the accreditation of the training-program level	QLCL.QT09	01	
13. Communication & Branding Office				
110.	Process of posting information on the University website	TTTH.QT01	01	06/5/2021
111.	Process of designing business cards, office publications, media publications and gifts according to the university's brand identity	TTTH.QT02	01	
112.	Process of handling communication crisis	TTTH.QT03	01	
14. Security Office				
113.	Process of ensuring security and order	AN.QT01	01	06/5/2021
114.	Process of handling security and order situations and incidents	AN.QT02	01	
115.	Process of coordination process to ensure order and security of activities and events taking place in the university	AN.QT03	01	
116.	Process of security service monitoring	AN.QT04	01	
117.	Process of security camera system management	AN.QT05	01	
118.	Process of checking and monitoring the keeping and parking of cars, bicycles and motorbikes	AN.QT06	01	
15. Information Network Center				
119.	Process of maintaining and servicing shared IT infrastructure	MTT.QT01	01	06/5/2021
120.	Process of maintaining shared IT services	MTT.QT02	01	
121.	Technical processing of network systems	MTT.QT03	01	
122.	Process of server room management	MTT.QT04	01	

No.	Name of document	Code	Issue time	Date of approval
123.	Process of studio room management	MTT.QT05	01	
124.	Process of electronic account management	MTT.QT06	01	
125.	Process of registration for domain name use and hosting	MTT.QT07	01	
126.	Process of surveying the quality of shared services	MTT.QT08	01	
16. Dormitory Management Center				
127.	Process of arranging accommodation for boarding students	KTX.QT01	01	08/5/2021
128.	Process of registration for temporary residence	KTX.QT02	01	
129.	Process of controlling security, order, fire prevention, and environmental sanitation in the Dormitory	KTX.QT03	01	
130.	Process of managing equipment and facilities	KTX.QT04	01	
131.	Garage management Process	KTX.QT05	01	
17. Ta Quang Buu Library				
132.	Process of information resource development	TV.QT01	01	05/5/2021
133.	Process of document cataloging	TV.QT02	01	
134.	Process of asset management	TV.QT03	01	
135.	Process of on-site document reading service	TV.QT04	01	
136.	Process of document borrow	TV.QT05	01	
137.	Process of multimedia service	TV.QT06	01	
138.	Process of information system management	TV.QT07	01	
139.	Process of information consultation	TV.QT08	01	
140.	Process of digital library management	TV.QT09	01	
141.	Process of reader database administration	TV.QT10	01	
142.	Process of directory database administration	TV.QT11	01	
143.	Process of managing information channels	TV.QT12	01	
144.	Process of office management	TV.QT13	01	
18. School of Continuing Education				
145.	Process of enrolling and treating admission results	DTLT.QT01	01	10/6/2021
146.	Process of organizing work-study and higher education training	ĐTLT.QT02	01	
147.	Process of surveying to get feedback from learners	ĐTLT.QT03	01	
148.	Process of processing learning results, considering graduation for students	ĐTLT.QT04	01	
149.	Process of managing class fees at affiliated units and at Hanoi University of Science and Technology	ĐTLT.QT05	01	
150.	Process of organizing training and managing students transferring from full-time program to work-study program	ĐTLT.QT06	01	
151.	Process of organizing short training course	DTLT.QT07	01	
152.	Process of authorized fee management	ĐTLT.QT08	01	

No.	Name of document	Code	Issue time	Date of approval
19. Bach Khoa Service Center				
153.	Process of managing bicycle and motorbike parking	PV.QT01	01	06/5/2021
154.	Process of organizing and managing car parking	PV.QT02	01	
155.	Process of checking the parking of bicycles, motorbikes and cars	PV.QT03	01	
156.	Process of signing and managing car parking	PV.QT04	01	
157.	Process of managing and collecting parking fees for bicycles and motorbikes	PV.QT05	01	
158.	Process of customer survey	PV.QT06	01	
20. Bach Khoa Medical Center				
159.	Process of medical examination and treatment	YT.QT01	01	06/5/2021
160.	Process of administering and distributing drugs	YT.QT02	01	
161.	Process of periodic health check for staff	YT.QT03	01	
162.	Process of medical examination for new students	YT.QT04	01	
163.	Process of checking food safety, environmental hygiene and disease prevention	YT.QT05	01	
164.	Process of medical waste treatment	YT.QT06	01	
165.	Process of medical service quality survey	YT.QT07	01	
166.	Process of paying medical expenses with Health Insurance	YT.QT08	01	
167.	Instructions for disinfecting and sterilizing medical instruments	YT.HD01	01	
21. Languages & Academic Exchange Support Center				
168.	Process of admission	CLA.QT01	01	06/5/2021
169.	Process of inviting first-time visiting lecturers	CLA.QT02	01	
170.	Process of organizing and managing foreign language training for regular classes	CLA.QT03.1	01	
171.	Process of organizing and managing training according to needs	CLA.QT03.2	01	
172.	Process of exam monitor for internal certificate issue	CLA.QT04	01	
173.	Process of coordinating the organization of the international foreign language certification exam at Hanoi University of Science and Technology	CLA.QT05	01	
174.	Process of post-verification of international foreign language certificate	CLA.QT06	01	
175.	Process of event organization	CLA.QT07	01	
176.	Process of supporting academic exchange	CLA.QT08	01	
177.	Process of surveying the center service quality	CLA.QT09	01	
22. Center for Data and Computation Technology				
178.	Sales process	NXB.QT01	01	06/5/2021
179.	Process of warehouse management	NXB.QT02	01	