The Hierarchy of University Plans is indicated below:

Level 1: Strategic Plan
Level 2: Core Business Plans
Level 3: Strategic Support Plans
Level 4: Strategic Implementation Plans
Level 5: Individual Performance Development Plans


The Review and Improvement Stage (Stages 3 and 4)

Review and improvement activities typically include:

• A cycle of reporting at various levels within the University on the progress that has been made against each of the University’s plans.

• A regular analysis of performance against agreed performance indicators.

• The conduct of periodic reviews of organisational units and functions.

• The development and use of statistical information to provide an evidential basis for review activities.

• The regular conduct of surveys that helps the University to understand and address its performance and to appreciate the perceptions of its students, clients and stakeholders.

• The growing use of benchmarking to identify organisational strengths and to address areas in need of improvement.

The University undertakes review and improvement activities to assess performance against established goals and to identify opportunities for improvement. These are fed back into the next cycle of planning and implementation where strategies and actions to address the improvement issues are developed, articulated and implemented.
Message from the Pro-Vice-Chancellor
(Quality and Engagement)

The principles of quality management provide us with a model for achieving our goals as an institution in a way that produces continuous improvement.

Integrating the model with the key elements of the University’s planning process helps us narrow the gap between our aspirations and our achievements.

There is nothing complicated about this but it does require us to plan, to reflect on what we achieve and bring evidence to bear on this reflection, and to commit to changing what we do as a result of this reflection process.

This page briefly outlines the University’s integrated approach to planning and quality management. I trust it informs your understanding in this area.

Professor John O’Gorman
Pro-Vice-Chancellor
(Quality and Engagement)

Quality Management at ACU National

The University’s approach to managing and improving quality is characterised by the Quality Management Cycle. This cycle includes four broad phases of planning, implementation, review and improvement that are undertaken at various levels within and across the University on a cyclical and ongoing basis.

The Quality Management Cycle (see diagram on front page) is a simple and effective model for achieving continuous improvement through the normal cycle of standard organisational activities. The Office of Planning and Quality is responsible for promoting this model and increasing awareness of it amongst the University community.

Planning and Review at ACU National

The University’s Planning and Review Framework is based on the Quality Management Cycle and formally establishes the University’s approach to planning, implementation, review and improvement. The Planning and Review Framework is the University’s key mechanism for managing quality and achieving continuous improvement. The Planning and Review Framework includes two stages that bring together the four phases of the Quality Management Cycle.

The Planning and Implementation Stage
(Stages 1 and 2)

The University has established a suite of planning documents that collectively describe the University’s goals, strategies and targets. These documents also identify the actions and implementation arrangements that are proposed within a specified timeframe.

The University has adopted a hierarchical approach to planning with higher level plans directly influencing the plans that are prepared at lower levels. The Strategic Plan, shaped by the Mission, is the University’s peak planning document. All subordinate plans are required to adopt strategies and propose implementation arrangements that are directed toward the achievement of the goals that are articulated in the Strategic Plan.