

## Principles of Operation

The University of Szeged, as one of the largest organisations in the South Great Plain Region, is much obliged to take an active role in the region's economic, social and cultural shaping. Through its diverse activities, it is committed to serving the development of both its wider and narrower environment, as well as a wide range of urban, local and regional stakeholders.

As the intellectual centre of the region and a fourth generation research university, the University of Szeged plays an active role in applying the most advanced methodologies in all levels and fields of education, in top quality research, development and innovation, and as a third mission, in social responsibility, as well as in promoting health prevention and improving the quality of life through its excellent healing work.

The University of Szeged has always endeavoured to continuously improve the quality of education, research and healthcare, to reduce environmental pressures, IT and information security risks, and to cultivate a safe working environment.

The University's leadership gives great importance to quality improvement in order to implement the strategy set out in the Institutional Development Plan. To this end, it has developed, introduced and operates an integrated quality management system based on ESG standards and national and international management system standards as a framework to support the achievement of its objectives.

The Institution strives to cultivate a quality-oriented mindset among university citizens. Its aim is to make the commitment to quality an internal drive for both students and staff, to continuously improve their knowledge and skills, and to strengthen their sense of ownership.

By defining its ethical standards, the University contributes to strengthening and improving the quality of relations between its citizens, to creating a harmonious human coexistence and a sense of well-being conducive to professional work, to achieving common goals, to preserving and nurturing the Institution's traditions and reputation, to maintaining and cultivating its professional and institutional integrity.

The University of Szeged is committed to:

- establishing clear legal relations, responsibilities and liabilities through internal regulations;
- engaging in comprehensive talent management, supporting student success, promoting lifelong learning, increasing the interoperability and outcome alternatives of higher education programme outcomes;
- providing incubation-like support in its R+D+I processes, thus widely promoting a goal- and result-oriented entrepreneurial approach and the exploitation of university research supported by innovative solutions;
- strengthening the institutional impact on local and regional economic development, playing the role of a knowledge-intensive engine of the innovation ecosystem in the Southern Great Plain region;
- creating opportunities, strengthening the educational system that ensures social advancement and broad access, supporting the social exploitation of research results in the context of social responsibility;

- providing evidence-based and cost-efficient clinical patient care, developing procedures requiring a high level of expertise and technology, and achieving the strategic goals the Hungarian health care system;
- developing mutually beneficial partnerships (internal and external);
- ensuring secure data and information management in compliance with the applicable legal regulations.

The University of Szeged will further improve its integrated quality management system in accordance with the relevant requirements, considering the following:


- the Institution aims at reducing risks by improving the organisation and quality of operational processes;
- based on professional and organisational indicators, its management assesses the operation of the organizational units on an annual basis and continuously improves their operation;
- the University supports action against all forms of intolerance, discrimination and fraud affecting any of its citizens and ensures the involvement of external stakeholders in quality improvement processes;
- it dynamically adapts to new trends in higher education;
- it strives to reduce environmental pressures and progressively improve patient care safety and working conditions through regular inspections and measures based on the results of such inspections;
- the Institution seeks to understand the expectations of students, patients, staff and stakeholders by regularly measuring and evaluating their satisfaction, and, under the guidance of the University's management, it translates these experience into requirements and meets those requirements;
- it continuously improves the effectiveness and efficiency of its patient care and operational processes by learning and implementing problem-solving methods;
- it continuously develops the competences of its staff through education and training, and increases the knowledge base for its operations;
- the University seeks to mitigate IT and information security risks as far as possible by updating the risk assessments of its data assets;
- it strives to enhance security awareness in the processing of data by all staff and collaborating partners.

The principles set out above and the continuous improvement of the quality of services provided are the responsibility and permanent task of all staff members.

Szeged, 23<sup>th</sup> January 2023



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