
UNIVERSITY OF ZENICA

Faculty of Economics



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QUALITY IN HIGHER EDUCATION: CHALLENGES AND DILEMMAS?!



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Excerpts from the Reviews

Academician Prof. DSc Boris Tihi, University of Sarajevo:

... "With a great pleasure I have reviewed the manuscript *Quality in Higher Education-Challenges and Dilemmas*, by professor DSc Darko Petković and MSc. Ibrahim Plančić and, based on consideration of all aspects the book deals with, I conclude the following:

This manuscript represents an extraordinary university reading that will be benefit for both students at the undergraduate and post graduate students, as a complex system of quality seen in all its manifest forms. The book is not just a university textbook but it is in many segments a professional and scientific monograph, which opens up new areas of activities in the quality system.

Issuing from many questions that still exist when the quality system and its assurance in higher education is concerned, the result is a book that I hope will help managers of higher education institutions, teachers and students, forums and stakeholders (ministries, employers, etc .), etc., to understand the importance of building quality systems and its role

... The authors have treated a series of quality standards ISO 9000, ENQA standards and guidelines as well as other complex approaches for building a home of quality. As a special quality of the books, I mention that the authors have done not only the theoretical explanation, but also they have explained, through a series of useful examples from the University, where theoretical elaboration is carried out in practice, showing to representatives of the academic community needs to work on developing the quality system. Experiences that are used in this research are the result of years of work in this area as well as of strong international cooperation done by authors, which this book promotes too.

I want to end this review by expressing the hope that the book will be an excellent guide to developing a culture of quality and a suport for defining and working on elements of the quality policy. It filled in all segments the reasons and justification of its emergence, making the Faculty of Economics of the University of Zenica an exclusive leader in promoting quality education not only in B&H but also beyond. Considering what is told above, I recommend most sincerely and with deep academic respect, to the Scientific Council of Economic Calendar, the publishing commision of the University of Zenica, and finally to management of the University of Zenica, to print the book „*Quality in higher education - challenges and dilemmas*“, as a university textbook. "

Prof. DSc Slavko Dolinšek, University of Ljubljana:

... Where are the biggest problems? Certainly that they are largely in ignorance of the term „quality system“ in general, and quality in higher education, and ignorance of the ways and methods to build a consistent system of quality. Therefore the ambition of

authors is achieved to make the book to help the representatives of the academic community and the beneficiaries of higher education in all aspects, and that it be the guide for developing a quality culture as support in defining and dealing with the element of quality in all elements.

Through 11 chapters of the book, the authors have tried to make a complex section of the quality system with special significance that it has in higher education. By systematic description of quality characteristics, to define quality in higher education and the way of QMS in higher education theory, the authors describe the need and approach for management of quality in higher education. Since then the running of existing systems, the ISO standards for quality management, and other famous models discuss needs and ways of evaluation and accreditation, and with an example of the development of quality at UNZE, an integrated approach to quality system for higher education is displayed.

Although it refers explicitly in this way only to the Bologna process, quality in higher education has always been constant, something by which recognized are the universities. Today it is a global approach that uses various techniques, standards and methodologies. Added value of the book is that it has met these reasons for the emergence and has justified the efforts made by the authors.

Prof. DSc Christopher Moss, Philips Marburg University, Germany:

..."The book "QUALITY IN HIGER EDUCATION – CHALLENGES AND DILEMMAS ?!" by DSc Darko Petković and MSc Ibrahim Plančić very much reflects my experiences in helping to introduce reforms at universities in the Western Balkans. As a National Bologna Expert of German government organisations, I have been involved in major projects in Bosnia and Herzegovina, Serbia, Macedonia and Monte Negro. This book addresses essential topics when looking at the issue of quality assurance and the Bologna Process as tools for university reform. Although Bosnia and Herzegovina is a signatory to the bologna Process, the reforms are not always clearly visible and not always clearly understood.

The structure of the book is a clear guide through the jungle of quality assurance starting by defining concepts and definitions and establishing clear terminology. The issue of "*academic freedom*" versus *transparency* is examined and encourages universities to describe exactly what they do to achieve certain aims – what should a student be able to do rather than what should he know. The sections on the Bologna Process / Standards and Guidelines provide an excellent compendium of vital information on university reform written the local language. This addresses a need I have often experienced in work with universities in the Western Balkans – namely to help avoid confusion about terminology. Finally, in a case study of QA at University of Zenica, the authors provide basically what is a step by step guide to implementing a quality system.

This book should be essential reading for universities in Bosnia and Herzegovina but also in the region. I shall certainly using it for advising

universities in the course of my work as a Bologna Expert, This lucid presentation should be made available in English and other languages to reach a wider audience. It has the making of a standard work”.

We shall translate only the last chapter in which the professor Moss writes: **The book should be essential reading in universities in B&H and the region. I will definitely recommend it to all the EU as a Bologna expert. "Lucid" elaboration should be entirely available in English and other languages to enable an access for wider readership**