Summary of the KPIs used to evaluate the achievements of the strategic objectives.

Objective	KPI	Type	Target
1- Developing the capabilities of academic and administrative leaders and developing regulations	1- Referring to standards to choose the academic and administrative leaders	Qualitative	Choosing academic leaders in accordance with the approved, announced established standards.
	2- Attendance of the professional development training courses	Quantitative	Fulfillment of the previously established staff training and development plan.
	3- Providing all the departments with computer devices	Qualitative	Providing at least one computer in each department.
	4- The academic and administrative staff satisfaction rate through questionnaires	Quantitative	Year-to-year increment in the satisfaction rate.
2- Developing programs and courses for undergraduate and postgraduate studies to enhance competition and innovation in the labor market	1- Labor market satisfaction rate with the faculty graduates	Quantitative	Year-to-year increment in the satisfaction rate.
	2- Increasing employment opportunities	Quantitative	100 % employment rates
	3- The continuous approval of the programs and courses' improvement	Qualitative	• Revising the program by external and internal evaluators • Implementing the suggested improvements according to the evaluators' reports and student surveys. • Approving the improvements by the department council. • Informing the QA unit.
	4- The level of student awareness about their courses	Quantitative	Year-to-year increment in student awareness
	5- The presence of student questionnaires	Qualitative	Year-to-year increment in the percentage of students participating in the questionnaires
	6- The student satisfaction rate with the courses through questionnaires	Quantitative	Year-to-year increment in the student satisfaction rate with the courses
	7- The participation of faculty postgraduates in the campus activities	Quantitative	Increase in the participation of faculty postgraduate students in campus activities.
	8- The number of students enrolled in the postgraduates programs	Quantitative	An annual increase in the number of students enrolled in the postgraduates programs

Head of the Quality Assurance unit
Professor Miriam Farid Ayad

Faculty Dean
Professor Amany Osama Kamel

	9- The presence of annually updated course specifications	Qualitative	• Revising the specifications by the external and internal evaluators and student surveys. • Approved by the department council. • Informing the QA unit.
	10- The presence of collaboration agreements with other universities	Qualitative	• Working on increasing collaboration agreements for academic and research purposes. • Implementation of the collaboration.
	11- The presence of a survey for the labor market needs	Qualitative	Conducting the survey for the labor market needs through questioning the final beneficiaries of the faculty's graduates.
	12- The presence of internal and external evaluators	Qualitative	Choosing the internal and external evaluators of the programs and curricula according to the preset criteria.
	13- The adherence to the research plan of the faculty	Qualitative	The faculty publications are in accordance with the research plan.
3- Strengthen the infrastructure; develop scientific research and support innovation and technology.	1- The construction of a central lab	Qualitative	The commencement of the work in the central lab in 2022- 2023.
	2- Increase in the rate of international publications	Quantitative	Year-to-year increment in the number of international publications.
	3- Updating the research plan to cope with the requirements of innovation, creativity, and sustainable development	Qualitative	The existence of an up-to-date research plan. (ex. updating the research plan after the outbreak of COVID-19)
	4- Organizing workshops on the Egyptian Knowledge bank, SciFinder and Springer.	Qualitative	Announcement and implementation of the workshops and staff participation.
	5- The presence of a research ethics committee and code of ethics to clarify the duties and rights of the research team members.	Qualitative	• Having a governmentally authorized ethical committee. • The code of ethics and guidelines are announced. • The research ethics committee revise and approve all the conducted studies inside the Faculty of Pharmacy, Ain Shams

Head of the Quality Assurance unit
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			University.
	6- Increase in the number of applied research and projects that serve the pharmaceutical industry and help in solving health problems.	Qualitative	Increment in the conducted research in the pharmaceutical industries and clinical practice.
	7- Increase in the number of foreign student enrollment.	Quantitative	An annual increase in the percentage of international students.
4- Developing the capabilities of the teaching staff and the supporting staff.	1- Increase in the number of conferences.	Quantitative	Year-to-year increase in the number of faculty staff members participating in international conferences.
	2- Increase the number of scholarships and scientific missions	Quantitative	Year-to-year increase in the number of scholarships and scientific missions
	3- The presence of training courses to improve the researchers' skills	Qualitative	• Having an approved training plan according to the results of the needs of the trainees. • An annual increase in the faculty staff attending training courses.
	4- Achieving the desired ratio between faculty staff members and students.	Quantitative	• At least 1:25 (faculty staff to students' ratio). • At least 1:15 (Teaching assistants to students' ratio).
	5- The percentage of the staff members' satisfaction with the working environment and the faculty administration.	Quantitative	Year-to-year increase in the staff members' satisfaction with the working environment and the faculty administration.
5- Innovation in teaching, learning and evaluation.	1- The presence of an applicable academic advising system	Qualitative	Implementing the academic advising system and distributing all students to academic advisors.
	2- The presence of equipped lecture halls and laboratories	Qualitative	Equipping all lecture halls with data shows or smart boards. Equipping all the faculty laboratories with the necessary apparatuses.
	3- Assessment of the student satisfaction rate through surveys	Quantitative	Year-to-year increase in the student satisfaction rate through surveys
	4- Assessment of the extent of student benefits through questionnaires	Quantitative	Progressive increase in the students' benefits.

Head of the Quality Assurance unit
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	5- The foundation of an assessment and evaluation unit and preparing question banks	Qualitative	The management of the assessment methods and tests through an authorized assessment and evaluation unit.
6- Enhance the efficiency of the administrative system.	1- The presence of an approved organizational structure of the administrative staff.	Qualitative	• The organizational structure of the administrative staff is updated yearly and approved in the faculty council. • Workflows according to the approved organizational structure of the administrative staff.
	2- Attendance of training courses and workshops to improve the skills of the administrative staff	Qualitative	An annual increase in the number of administrative staff attending training courses.
	3- The presence of a mechanism of rewards	Qualitative	• Having an approved mechanism of rewards. • Applying the rewards rules to appraise the distinctive employees.
	4- The rate of satisfaction of the administrative staff through surveys	Quantitative	Year-to-year increment in the rate of satisfaction of the administrative staff
	5- Using advanced technology in all administrative units and offices	Qualitative	• Training of the administrative staff on using online meeting platforms. • Attending online workshops. • Converting paper-form surveys to google forms • Receiving complaints through google forms on the faculty websites. • The activation of administrative staff emails.
7- Strengthen the community services and environmental development.	1- Increase in the rate of academic staff participation in community service.	Quantitative	Year-to-year increase in the number of academic staff participation in community services.
	2- Organizing awareness campaigns and medical convoys.	Quantitative	Organizing more than five awareness campaigns and two medical convoys.
	3- Having documented maintenance contracts	Qualitative	• Having a documented maintenance

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FACULTY OF PHARMACY
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QA Quality
Assurance Unit
وحدة توكيد الجودة
(CIQAP)

جامعة عين شمس
Ain Shams University
كلية الصيدلة
كلية معـتـمـدة

			• contract each time purchasing a device. • Periodic maintenance of the building and the devices.
	4- The rate of satisfaction of the surrounding community with the services offered by the faculty.	Quantitative	Year-to-year increase in the rate of satisfaction of the surrounding community with the services offered by the faculty.
8- Develop and enhance the services of graduates and support them professionally	1- Building updated database of the faculty alumni	Qualitative	Inclusion of almost 100% of the graduates to the faculty alumni.
	2- The participation of the alumni in the campus activities	Qualitative	Year-to-year increase in the number of graduates participating in campus activities.
	3- The presence of a Labor market database	Qualitative	Building up an up-to-date, approved, comprehensive labor market database.
	4- Organizing workshops and courses for the continuous pharmaceutical education	Qualitative	The periodic implementation of workshops and courses.
	5- Organizing and participating in recruitment conferences.	Qualitative	Participating in employment fairs for the faculty graduates inside the university campus.
9- Developing a comprehensive quality system and performance evaluation system.	1- The existence of a regulation system in the quality assurance unit of the faculty.	Qualitative	The management of the quality assurance unit according to the established regulation system.
	2- The presence of sufficient cadres in the unit trained in the implementation of total quality systems and distributed to various works according to their qualifications.	Qualitative	Recruitment of a sufficient number of qualified members in the QA unit with diverse specialties and expertise.
	3- The existence of an effective internal follow-up system dedicated to evaluation and follow-up that monitors the implementation of quality activities.	Qualitative	• Establishing of an approved assessment plan. • The implementation of the improvement plan and its follow-up. • Monitoring and assessing all quality activities.
	4- Having a database that includes annual plans and reports, and following up on the implementation of the plans.	Qualitative	• Building documents archive online. • Continuous update of the document archive.

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	5- Implementation of improvement plans.	Qualitative	• Fulfilling the underachieved activities. • Constructing Follow-up plans.
	6- Availability of corrective decisions.	Qualitative	Building a system for documentation and implementation of corrective decisions.
	7- Existence of internal and external audit reports.	Qualitative	Preparing annual audit reports on all faculty aspects.
	8- Ease and speed of analysis of questionnaire and survey results.	Qualitative	Converting all the surveys and questionnaires from paper form to google forms to be easily analyzed.
10- Develop and diversify the sources of financial and material resources of the school.	1- Increasing the number of foreign students for undergraduate and graduate programs.	Quantitative	An annual increase in faculty income from the international student's registration in the undergraduate and postgraduate programs.
	2- Existence of reports and statistics showing the fair distribution of financial resources on various activities.	Qualitative	• Preparing annual reports and statistics showing the fair distribution of financial resources • Distribute financial resources to various activities properly to participate in the achievement of the faculty mission and vision.
	3- Increasing the faculty's own resources.	Quantitative	Progressive increase in the faculty resources.

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