

TUDIAS Quality Policy

The management of TUDIAS regards quality, customer orientation, and the pursuit of continuous improvement as strategic corporate goals that help us to offer demand-oriented and customer-oriented learning services of consistently high quality. As a result, we have set up the following quality principles as a mandate to ourselves and our employees, with the obligation to make these company principles known, to exemplify them, and to derive goals from them that lead to their fulfillment:

Customer Orientation

- We listen carefully to our customers and are therefore able to translate their needs and expectations into individually tailored solutions. We see ourselves as a moderator between those involved (participants, Employment Agency, existing or future employers, cooperating educational institutions).

Employee Orientation

- We employ qualified full-time staff in management and project coordination, as well as qualified freelance teachers as lecturers.
- Every employee should be aware of their contribution to the quality of our services. We actively support the further development of our employees.



Educational offers

- Our courses offer transparency with regard to: objectives, prerequisites for participation, final certificate, duration/scope, location, price, methods used, examinations, and terms and conditions. Our advertising statements are truthful and serious.
- Our teaching and learning materials correspond to didactic requirements and standards. All offers are based on didactic methodical concepts.
- When developing our educational offers according to the Third Book of the Social Security Code, we take into account the situation and development of the labor and training market and support the participants in integrating them into the regular labor and training market.

Systematic Quality Management

- Our quality management is largely based on continuous improvement in all areas of the company. A high degree of competence as well as quality-conscious thinking and acting of our employees under control of our processes is a prerequisite for continuous improvement.
- Through constant dialogue with customers and employees, we continually check the ongoing appropriateness of these quality principles.