



CONCLUSION OF THE QUALITY IMPROVEMENT REPORT BASED ON THE STAKEHOLDERS' SATISFACTION SURVEY RESULT

Quality improvement is a continuous improvement process to enhance the quality of VNUHCM-US' activities. The goal of this process is to continuously create improvement in every aspect of VNUHCM-US' operations.

Although this is the first time the VNUHCM-US has implemented activities to review and improve the quality after surveying the stakeholders' satisfaction with all faculties and functional offices of the VNUHCM-US, it has received positive participation from relevant units. In the process of implementation and conduction, there are some units that do a very good job of analyzing and evaluating as well as providing feasible improvement solutions, while there are also some units that are still confused in analyzing the unit's strengths as well as identify aspects that need improvement, but in general, the units have been very active in researching survey results as well as making sure to filter comments from the stakeholder to offer solutions to enhance the unit's operations.

This activity will be maintained regularly, continuously and proactively so that units under the VNUHCM-US continue to find out strengths and weaknesses to improve, identify goals and new quality standards, and from there, carry out measures and activities to achieve the best results for the unit as well as for the overall development of the VNUHCM-US.