

# QUALITY MANAGEMENT IN PRE-UNIVERSITY EDUCATION

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## **Abstract**

The transformation of modern society into a knowledge-based and professional society, creates new data in the field of education. Educational system reforms must be in line with the requirements of the time to ensure the integration of citizens and labor market dynamism. While it is certain that the rapid socio-economic changes in our country tend to produce a future society that will depend on "*knowledge*" - ability, skills and professionalism. Therefore educational problems today require a holistic and complex approach. It also requires a radical change of the basic concepts, methods and procedures, as well as prioritized basic issues. Naturally we ask: "What should be done to ensure the quality of our pre-university educational system?" All developed countries have been forced to modernize their educational systems in two main directions: a) the creation of flexible structures capable of undergoing changes and being dynamic; b) establish mechanisms and procedures for continuous control. In nowadays management is mostly used as a concept for Total Quality Management, which largely relies on access to customer satisfaction and using a system of criteria that include not only educational outcomes, but also the duration of the assessment, credits, methods and procedures. Human resources training is essential in order to prepare the individual to learn and adapt to an integrated society, open to changes, dealing with risk management, information and intrapersonal relationships. Pedagogical activities, management and administration are related to decision-making, planning, organizing, controlling and evaluating teachers. Quality management in pre-university education refers to the quality assurance of curricula, teaching methods and the use of new technologies.

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