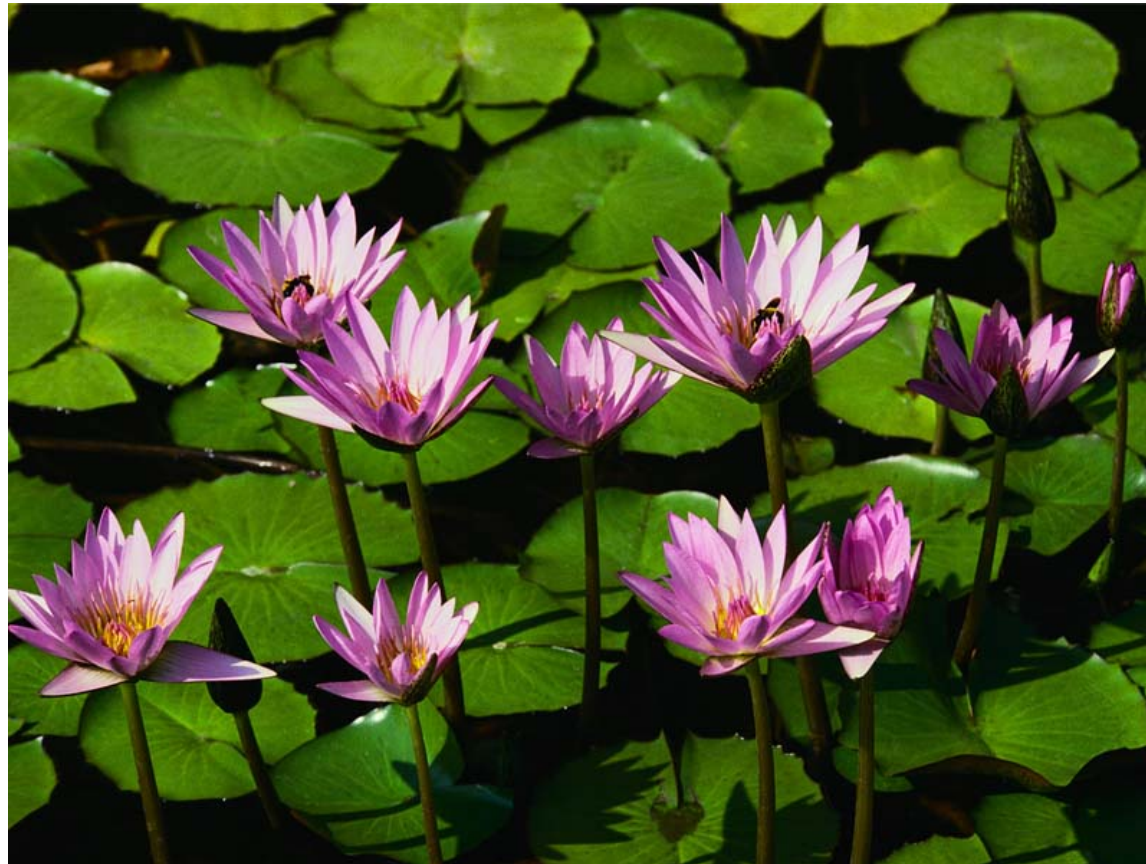


# Nynäshamn 16 of May



# Who am I?

- **Tomas Mjörnheden**
- **The Adult Education Authority of Göteborg**
- **Planning manager**
  - Evaluation
  - Development
  - Transnational work

*And I enjoy canoeing*



# What is quality?

It is in the viewers eye



”Peoples palace” in Bucharest.  
Ceausescu’s dream building

KTH\* and Master of Architecture  
Selected 2006 by SvD\*\* to be the most  
ugly building in Stockholm



Göteborgs Stad  
Vuxenutbildningen

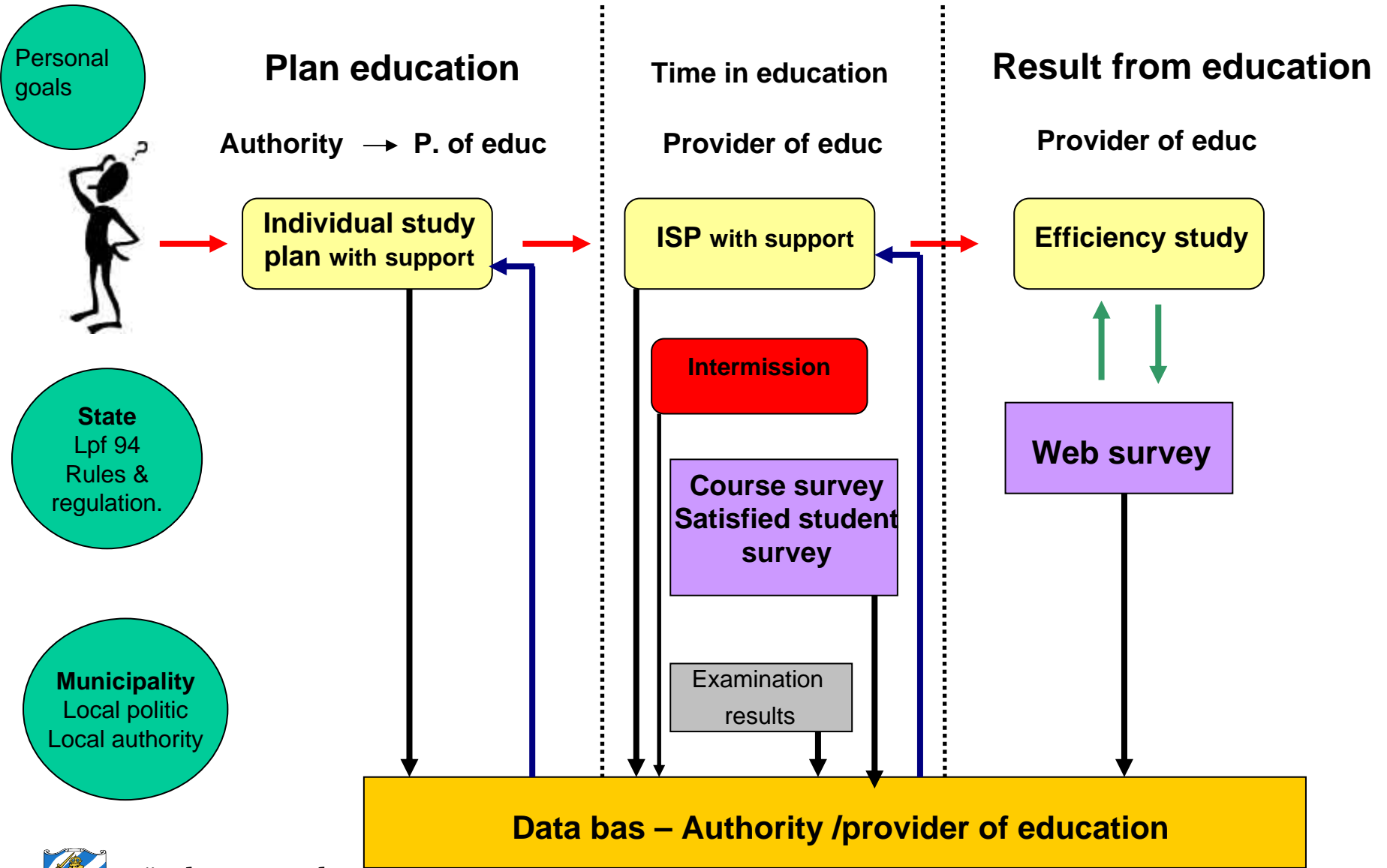
\*KTH=Royal Institute of Technology. \*\* Swedish daily newspaper

# The SAM - project

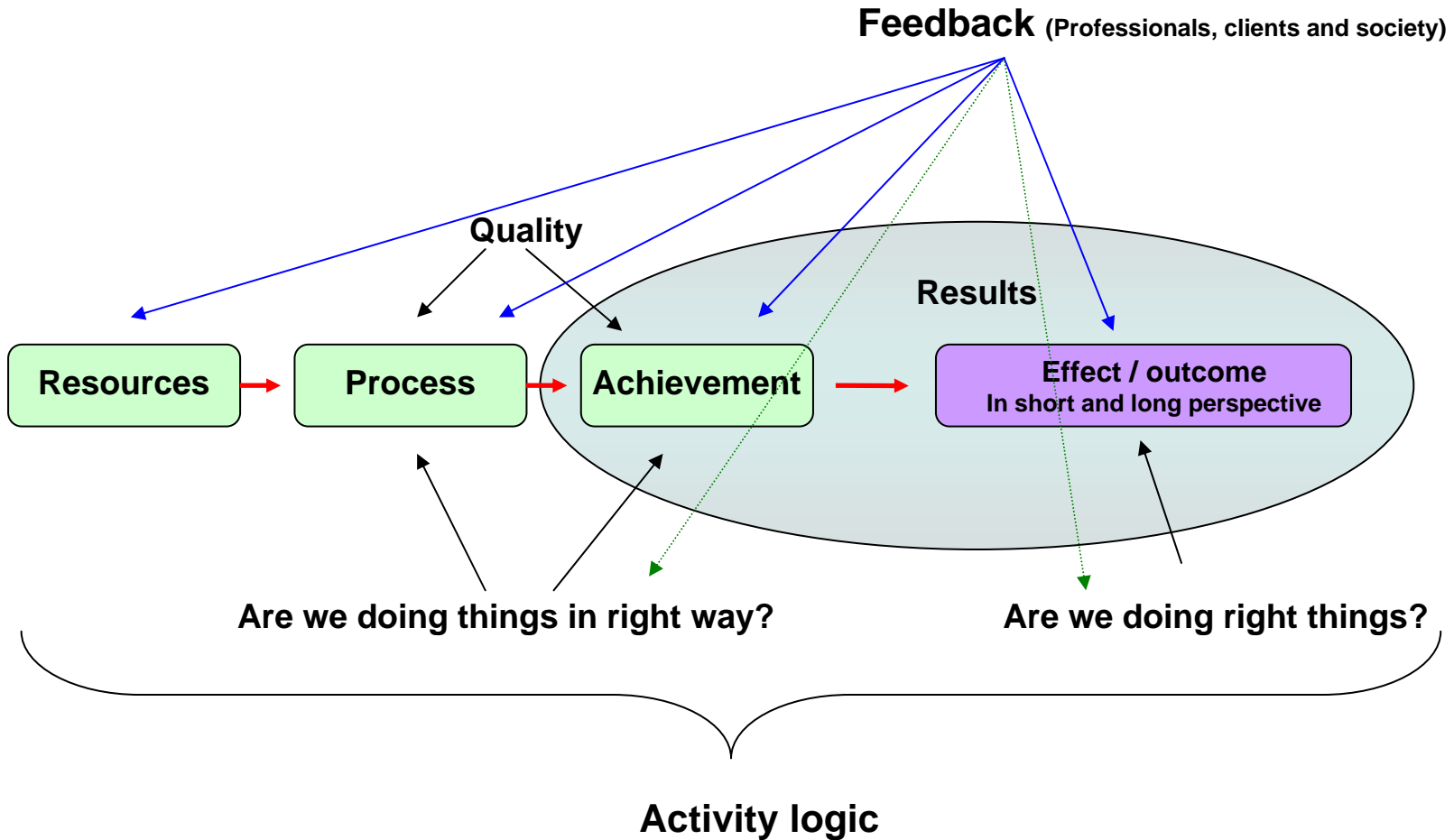
- **Student Activity Monitoring = SAM**
- **Cooperation between the adult education authority in Stockholm, Malmö, Göteborg, and CFL**
- **Quality assurance for the students educational process**
- **Study plan – the main tool**
- **Focus on the clients perspective**



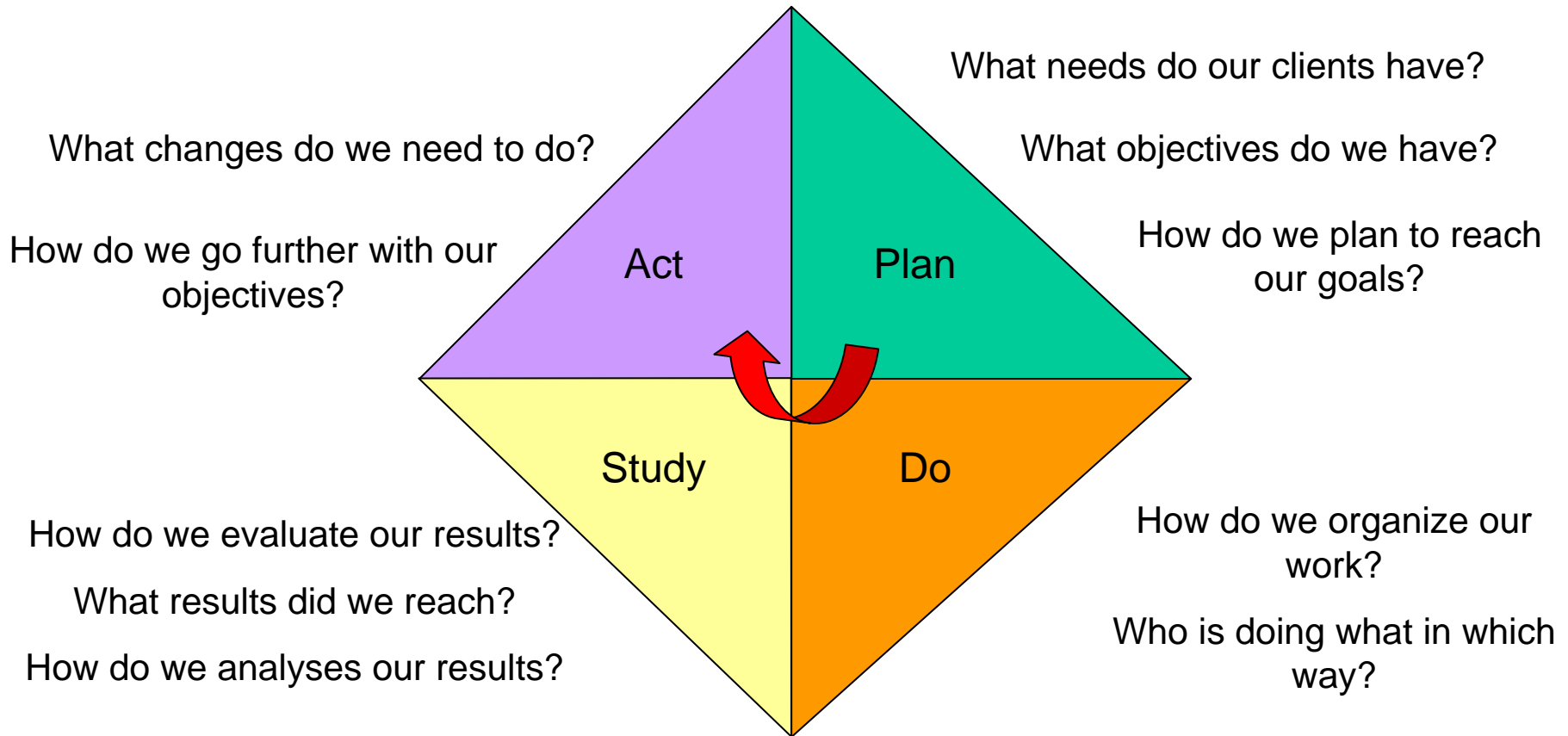
# The idea of SAM



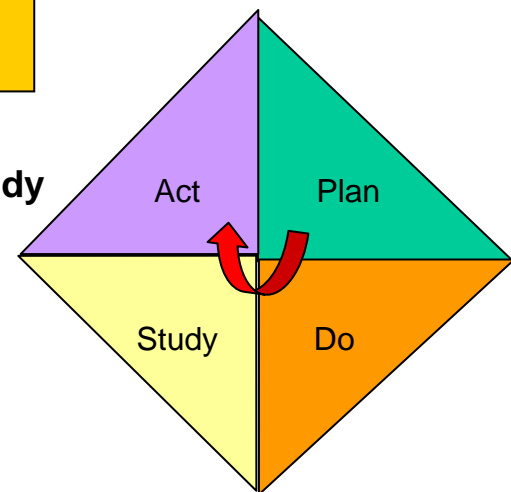
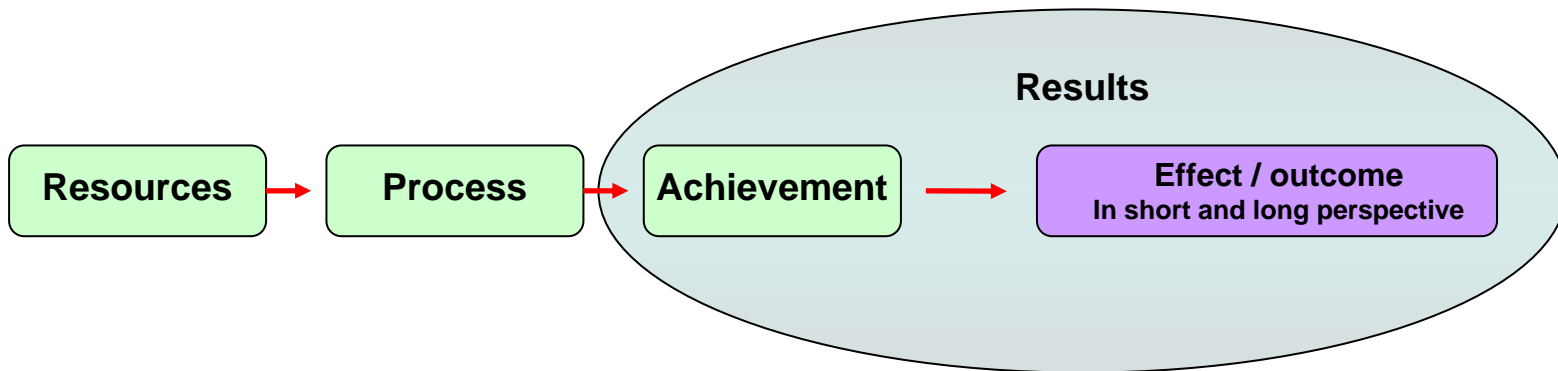
# Basic model for quality assurance



# Quality development (Deming wheel)



# Focus on the study plan



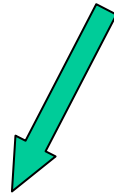


# Model for Individual Study Plan

Application/Study plan



You have now started  
a study planning



**Short and long  
planning**



**Deeper individual  
course planning**



**Qualification  
portfolio/CV**



**Plan grade**



# From noun to imperative



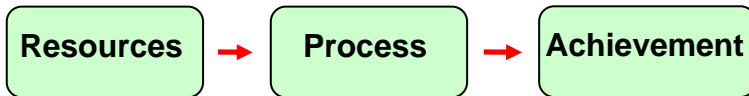
**Noun**

A study plan →

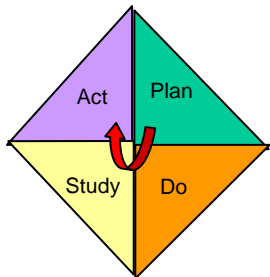


**Verb**

Study planning



**Effect**  
In short and long perspective



**Imperative**

Graduate → A job



Göteborgs Stad  
Vuxenutbildningen

# At last.....

*"I keep six honest serving men.  
They taught me all I know;  
Their names are What and Why and When  
And How and Where and Who"*

RUDYARD KIPLING

