The Finnish Education Evaluation Centre has conducted an audit of the University of the Arts Helsinki and has awarded the university a quality label that is valid for six years from 20 September 2018. The quality management system of the University of Arts Helsinki fulfils the national criteria set for the quality management of higher education institutions, and corresponds to the European quality assurance principles and recommendations for higher education institutions.

The object of the audit was the quality management system that the university has developed based on its own needs and goals. The freely selected audit target chosen by the university was the quality management of the strategic planning of the education.

The following were regarded as key strengths of the quality management system:

- The values of the University of the Arts Helsinki – skill, courage and inclusivity – arise from its daily activities and guide its daily activities. Internationality is a central and natural part of the university’s activities. Good progress has been made in the quality work and in the development of the quality system in the two years preceding the audit. The staff are well familiar with the basic concepts of the quality system. The university community has comprehensively taken part in developing the processes.

- The University of the Arts Helsinki has an advanced ability to evaluate its operation in a critical manner. This was visible in the auditing process as critical and reflective self-evaluation. The position of professional artistic activities as an object of continuous public feedback and evaluation is also positively reflected in the University of the Arts Helsinki’s quality work. Sujuva toiminta, robkea asenne (“Smooth operations and a bold attitude”), the slogan of the quality work, successfully reflects the university’s courage to boldly evaluate its operation.

- There is a good dialogue between the staff and the students and it is visible as a strong community spirit. This can also be seen in the quality work as students’ good opportunities to influence the instruction and the services.
Among others, the following recommendations were given to the University of the Arts Helsinki:

- The structures, concepts and timetables of degree education should be harmonised in order to reach the strategic targets of the University of the Arts Helsinki. Better opportunities for making art together and consequently for the university’s community spirit to develop are required.

- The University of the Arts Helsinki should give consideration to what indicators are used in its quality management in addition to the indicators of the Ministry of Education and Culture’s funding model. It is recommended that the University of the Arts Helsinki consider what kind of qualitative and quantitative indicators would benefit the development of the University of the Arts Helsinki specifically. These indicators, especially ones related to artistic activities, could be one of the themes in international benchmarking. The composition of the key statistics should be assessed at regular intervals.

- The university has a large number of feedback channels and not all information received through them can be used in the quality work. It is recommended that the university focus on some of the feedback channels and cut down their number in a controlled manner to increase their usability. The electronic feedback practices in group instruction should be developed to make it possible for teachers to obtain feedback summaries for larger entities when the number of respondents for an individual course remains below the reporting level. It is recommended that procedures be developed for documenting and processing oral feedback.

**Keywords**
Audit, evaluation, higher education institutions, quality, quality management, quality system, university