

Gloria Zaballa Pérez

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Director of the Quality Unit and Associate Professor of the Faculty of Engineering of the University of Deusto



- PhD in Computer Engineering from the University of Deusto.
- Master in Computer Science and Technology. Faculty of Computer Science of the UPV, Association of Electronic Industries of the Basque Country.
- Master in Quality Management. Basque Government, UPV and Official Associations of Industrial Engineers.
- Award for Educational Excellence 2020 Edition, Honorary Recognitions Doctor Honoris Causa and Orden Dorada Magisterial (International Organization for Inclusion and Educational Quality - OIICE).
- Its main lines of research are related to the definition and implementation of quality systems in sustainable organizations, management by processes to ensure continuous improvement guaranteeing traceability, and in the field of university education, and more specifically in pedagogical innovation, the development and evaluation of competencies, quality, technological, and organizational management.
- Extensive experience in evaluation / accreditation of careers, faculties and centers, as well as in the certification of the implementation of Quality Systems in national and international faculties and universities in different Quality Agencies: ANECA, AVAP, ACSUCYL, AQU, ACSUG, APCUA, EUSKALIT, SINAES
- Numerous publications and participation in congresses and conferences in this area at the national and international level, as well as two published books, **Modelo de Calidad en Educación, GOIEN. Path towards continuous improvement and Good practices in the quality management of universities.**