

NEWSLETTER

Transition from **ISO 9001** to **ISO 21001**



Saint Louis University

Saint Louis University (SLU) took a significant step towards enhancing its educational management system by initiating the transition from ISO 9001:2015 (Quality Management Systems – QMS) to **ISO 21001:2018 (Educational Organization Management System – EOMS)**.



ISO 21001 – LEARNER SATISFACTION

This transition reflects the University's unwavering commitment to continuously improving its educational quality management system.

By aligning with internationally recognized standards, the University aims to enhance the overall learning experience, foster academic excellence, and ensure more effective engagement with students, faculty, and stakeholders.

Nevertheless, this approach strengthens institutional credibility, promotes a culture of continuous improvement, and supports the development of innovative and inclusive educational practices that cater to diverse learning needs.

ISO 21001 – EOMS serves as a standardized management framework for organizations delivering educational products and services, ensuring they effectively meet the **needs and expectations of learners** and other stakeholders.

It aims to enhance the **satisfaction of learners**, customers, and personnel by ensuring the effective implementation of its Educational Organization Management System, incorporating continuous improvement processes to optimize system performance.

As an **independent management system standard**, it is designed to align seamlessly with other ISO management system standards, such as ISO 9001 and ISO 14001, through the implementation of a unified high-level structure.



LEARNER AND THE INSTITUTE

Educational institutes must continuously assess how effectively they meet the needs of learners and other stakeholders to enhance their ability to deliver quality education and drive continuous improvement.

The success of the educational process relies on both the effort and capability of the **learner and the educational institute**. While the institution provides the framework, resources, and structured learning processes to facilitate knowledge acquisition, true learning occurs through the learner's engagement, internalization of knowledge, and skill development.

Ultimately, the learner's commitment and ability play a decisive role in achieving meaningful educational outcomes.



Dr Khalid Anwer

Founder CERTIFUSION

WHAT BENEFITS CAN ISO 21001 PROVIDE ?

Implementing an Educational Organization Management System based on this International Standard enables organizations to align their objectives with policy, enhance social responsibility through inclusive education, and provide personalized learning experiences, particularly for special education and distance learners.

It nurtures a culture of continuous improvement, ensures consistency in processes and evaluations, and enhances credibility through effective quality management. Besides, it supports the harmonization of diverse standards within an international framework, promotes stakeholder participation, and drives excellence and innovation in education.