ABSTRACT:

The presented work deals with the quality of education and elaborates upon the implementation of system of quality management ISO 9001 as one of the ways of possible improvement of a process and outcomes of education.

Introduction included in the theoretical part is focused on explanation of the concepts of education quality, quality management, quality of a school, quality standards, quality control and quality management models. The subsequent part of the work contains implementation of a quality management system. The following chapter deals with process management as a means of maintaining quality management system. The final chapter of the theoretical part describes cloud computing as the latest and most progressive path of development of quality management.

The object of the research is to develop a model of implementation of the quality management system. Actual implementation model build on a previous qualitative research conducted in several schools, performed in a form of a case study. In the appendix part, a number of actual documents are attached in order to better convey the implementation process.