APPROVED
Rector of
JSC «KazUTB named after K. Kulazhanov»
_____ L.K. Baibolova
«___» _____ 2026

PROCESS INFORMATION CARD
KazUTB-DSD-PIC-5.3/9.3-2026-02

Astana, 2026

FOREWORD

This process card has been developed in accordance with the requirements of the accreditation agencies, international standards ESG and ISO 9001:2015.

The processes describe the management structure, allocation of responsibilities, monitoring mechanisms, performance analysis, and a system of continuous improvement.

The University implements a risk-based approach, ensuring compliance with strategic goals, national legislation and international standards.

Within the framework of this process map, a systematic analysis of the external and internal environment is carried out, performance indicators are determined, corrective and preventive actions are formed, and transparency of management decisions is ensured.

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PROCESS ARCHITECTURE OF KAZAKH UNIVERSITY OF TECHNOLOGY AND BUSINESS NAMED AFTER K. KULAZHANOV JOINT-STOCK COMPANY

EXTERNAL ENVIRONMENT (stakeholders)
Stakeholders:
- applicants
- employers
- the State
- international partners
- scientific environment

PROCESSES

Control processes (Management Processes)	**Basic processes (Core Processes)**	**Supporting processes (Support Processes)**
1. Provide strategic management of the university.	2. Create the core value of the university.	3. Ensure the functioning of the main processes.
- strategic development of the university - management of the quality management system - risk management - management of regulatory documents - management review - digital development - International activities - informing the public	- admission of students - development and updating of educational programs - implementation of the educational process - implementation and design of additional education programs - scientific and research activities - educational work - social work - final certification and graduation - employment and interaction with employers	- personnel management - financial management and budgeting - infrastructure and equipment management - purchases - document management and archive

UNIVERSITY PERFORMANCE RESULTS

System outputs:
- graduates
- scientific results
- innovation and development
- employed specialists
- contribution to the development of the economy and society

FEEDBACK AND IMPROVEMENT

- monitoring of process indicators
- internal audits
- satisfaction of students and employers
- corrective actions
- management review

1. PROCESS «STRATEGIC DEVELOPMENT OF THE UNIVERSITY»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-R-PIC-4.1/6.3-2026-01-«Strategic development of the University»

<table>
<tr><td>The owner of the process:
President / Rector</td><td>Identification number:
KazUTB-P/R-PIC-4.1/6.3-2026-01</td></tr>
<tr><td>Participants in the process:
vice-rectors, heads of structural divisions, responsible employees</td><td rowspan="2">Key indicators:
- percentage of implementation of strategic indicators (KPIs of the development program)
- positions in national and world rankings.
- percentage of timely completed development plan activities.</td></tr>
<tr><td>Head of the process:
Director of DSD</td></tr>
<tr><td colspan="2">The purpose of the process</td></tr>
<tr><td colspan="2">Ensuring the sustainable development of the university and achieving strategic indicators.</td></tr>
<tr><td>Process Inputs</td><td>Process outputs</td></tr>
<tr><td>- regulatory requirements;
- strategic documents;
- requests from interested parties.</td><td>- management decisions;
- reports and performance results.</td></tr>
<tr><td colspan="2">Supplier Processes</td></tr>
<tr><td colspan="2">- government agencies;
- structural divisions;
- external partners.</td></tr>
<tr><td colspan="2">Consumer processes</td></tr>
<tr><td colspan="2">- University management;
- divisions;
- students and partners.</td></tr>
<tr><td>Resources</td><td>Evaluation indicators</td></tr>
<tr><td>- human resources;
- information systems;
- financial resources;
- infrastructure.</td><td>- meeting targets;
- operational efficiency;
- satisfaction of stakeholders.</td></tr>
<tr><td colspan="2">Risks</td></tr>
<tr><td colspan="2">- Lack of funding or staff to implement ambitious projects.
- A dramatic change in state policy in education or a demographic failure.
- Conservatism and resistance to change from the academic environment.
- Failure to achieve publicly stated goals</td></tr>
<tr><td colspan="2">Documented information</td></tr>
<tr><td colspan="2">- regulations and regulations
- reports
- protocols of governing bodies
- orders</td></tr>
<tr><td colspan="2">The content of the process</td></tr>
<tr><td>- activity planning</td><td>- monitoring of indicators</td></tr>
<tr><td>- implementation of measures</td><td>- analysis of the results</td></tr>
<tr><td>- corrective actions and improvement</td><td></td></tr>
</table>

2. PROCESS «QUALITY MANAGEMENT SYSTEM MANAGEMENT»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-R-PIC - 4.4-2026-02 «Quality management system management»

The owner of the process: Rector	**Identification number:** KazUTB-R-PIC -4.4-2026-02
Participants in the process: vice-rectors, heads of structural divisions, responsible employees	**Key indicators:** results of internal audits, implementation of corrective actions
Head of the process: Director of DSD	
The purpose of the process	
Ensuring the functioning and continuous improvement of the QMS of the university.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - heads of structural divisions - students and partners	
Resources	Evaluation indicators
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- the formal nature of the QMS - insufficient resources - late completion of events - changes in the external environment - failure to take corrective action	
Documented information	
- regulations and regulations - reports - protocols of governing bodies - orders	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

3. PROCESS «RISK MANAGEMENT»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-P/R-PIC -6.1-2026-03 «Risk management»

<table>
<tr><td>The owner of the process:
President / Rector</td><td>Identification number:
KazUTB-P/R-PIC-6.1-2026-03</td></tr>
<tr><td>Participants in the process:
vice-rectors, heads of structural divisions, responsible employees</td><td rowspan="2">Key indicators:
- reduction of actual damage;
- the proportion of realized risks from the "red zone";
- absence of license revocations, major court losses, or operational shutdowns;
- percentage of university processes covered by the risk identification and assessment procedure;
- the percentage of completed risk prevention measures from the approved plan.</td></tr>
<tr><td>Head of the process:
Director of DSD</td></tr>
<tr><td colspan="2">The purpose of the process</td></tr>
<tr><td colspan="2">Identification, analysis and management of risks and opportunities of the university</td></tr>
<tr><td>Process Inputs</td><td>Process outputs</td></tr>
<tr><td>- regulatory requirements;
- strategic documents;
- requests from interested parties</td><td>- risk register;
- risk management plans;
- management decisions;
- reports and performance results</td></tr>
<tr><td colspan="2">Supplier Processes</td></tr>
<tr><td colspan="2">- QMS management
- strategic development</td></tr>
<tr><td colspan="2">Consumer processes</td></tr>
<tr><td colspan="2">- University management
- Structural divisions
- external partners</td></tr>
<tr><td>Resources</td><td>Evaluation indicators</td></tr>
<tr><td>- human resources
- information systems
- financial resources
- infrastructure</td><td>- meeting targets
- operational efficiency
- satisfaction of stakeholders</td></tr>
<tr><td colspan="2">Risks</td></tr>
<tr><td colspan="2">- incomplete identification of risks: risks are described only for reports, real threats are ignored or hidden.
- an error in estimating the probability or damage due to the lack of high-quality analytics.
- ignoring unlikely but catastrophic events.
- insufficient resources
- changes in the external environment</td></tr>
<tr><td colspan="2">Documented information</td></tr>
<tr><td colspan="2">- Orders and orders of the President/The Rector
- risk register
- Internal regulatory documents
- Risk management reports</td></tr>
<tr><td colspan="2">The content of the process</td></tr>
<tr><td>- Risk identification activity planning</td><td>- implementation of measures</td></tr>
</table>

- Development of risk management measures	- monitoring of indicators
- analysis of the results	- corrective actions and improvement

4. PROCESS «MANAGEMENT OF REGULATORY DOCUMENTS» PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-P/R-PIC-7.5-2026-04 « Management of regulatory documents »

The owner of the process: President / Rector	**Identification number:** KazUTB-P/R-PIC -7.5-2026-04
Participants in the process: vice-rectors, heads of structural divisions, responsible employees	**Key indicators:** the proportion of relevant internal regulatory documents; inconsistency rate
Head of the process: Director of DSD	
The purpose of the process	
Management of the university's regulatory documents.	
Process Inputs	**Process outputs**
- legal requirements - orders and orders of the President / The Rector - internal regulatory documents	- approved regulatory documents - updated regulatory documents
Supplier Processes	
- government agencies - structural divisions	
Consumer processes	
- all divisions - University management - students and partners	
Resources	**Evaluation indicators**
- electronic document management system - archive - human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- lack of control from the office management - late updating of regulatory documents - insufficient resources - changes in the external environment	
Documented information	
- orders and orders of the President/The Rector - all types of developed regulatory documents of the university	
The content of the process	
- Development of regulatory documents	- Approval of documents.
- Approval of documents.	- Registration and publication for the awareness of all interested parties
- Relevance monitoring	- Updating documents

5. PROCESS «MANAGEMENT REVIEW»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-P/R-PIC-9.3-2026-05 «Management review»

<table>
<tr><td colspan="2">The owner of the process:
President / Rector</td><td>Identification number:
KazUTB-P/R-PIC-9.3-2026-05</td></tr>
<tr><td colspan="2">Participants in the process: vice-rectors, heads of structural divisions, responsible employees</td><td rowspan="2">Key indicators:
risk reduction</td></tr>
<tr><td colspan="2">Head of the process:
Director of DSD</td></tr>
<tr><td colspan="3">The purpose of the process</td></tr>
<tr><td colspan="3">QMS performance assessment and management decision-making for improvement.</td></tr>
<tr><td>Process Inputs</td><td colspan="2">Process outputs</td></tr>
<tr><td>- legal requirements
- orders and orders of the President/The Rector
- internal regulatory documents
- strategic documents
- requests from interested parties</td><td colspan="2">- approved regulatory documents
- updated regulatory documents
- management decisions
- reports and performance results</td></tr>
<tr><td colspan="3">Supplier Processes</td></tr>
<tr><td colspan="3">- government agencies
- structural divisions
- external partners</td></tr>
<tr><td colspan="3">Consumer processes</td></tr>
<tr><td colspan="3">- all structural divisions
- University management
- students and partners</td></tr>
<tr><td>Resources</td><td colspan="2">Evaluation indicators</td></tr>
<tr><td>- human resources
- information systems
- financial resources
- infrastructure</td><td colspan="2">- meeting targets
- operational efficiency
- satisfaction of stakeholders</td></tr>
<tr><td colspan="3">Risks</td></tr>
<tr><td colspan="3">- insufficient resources
- late completion of events
- changes in the external environment</td></tr>
<tr><td colspan="3">Documented information</td></tr>
<tr><td colspan="3">- orders and orders of the President/The Rector
- all types of developed regulatory documents of the university
- protocols of governing bodies</td></tr>
<tr><td colspan="3">The content of the process</td></tr>
<tr><td>- activity planning</td><td colspan="2">- implementation of measures</td></tr>
<tr><td>- monitoring of indicators</td><td colspan="2">- analysis of the results</td></tr>
<tr><td>- monitoring of corrective actions and improvement</td><td colspan="2">- corrective actions and improvement</td></tr>
</table>

6. PROCESS «DIGITAL DEVELOPMENT»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-P/R-PIC -7.1.3 -2026-06 «Digital development»

<table>
<tr><td>The owner of the process:
President / Rector</td><td>Identification number:
KazUTB-P/R-PIC -7.1.3 -2026-06</td></tr>
<tr><td>Participants in the process:
vice-rectors, heads of structural divisions</td><td rowspan="2">Key indicators:
risk reduction</td></tr>
<tr><td>Head of the process:
Director of DDDaIT</td></tr>
<tr><td colspan="2">The purpose of the process</td></tr>
<tr><td colspan="2">Development of the university's digital infrastructure and digital services.</td></tr>
<tr><td>Process Inputs</td><td>Process outputs</td></tr>
<tr><td>- user needs
- digitalization strategy
- regulatory requirements
- strategic documents
- requests from interested parties</td><td>- digital services
- information systems
- management decisions
- reports and performance results</td></tr>
<tr><td colspan="2">Supplier Processes</td></tr>
<tr><td colspan="2">- structural divisions
- external partners</td></tr>
<tr><td colspan="2">Consumer processes</td></tr>
<tr><td colspan="2">- students
- teachers
- administration</td></tr>
<tr><td>Resources</td><td>Evaluation indicators</td></tr>
<tr><td>- IT infrastructure
- software
- human resources
- infrastructure
- financial resources</td><td>- availability of IT systems
- the level of digitalization
- meeting targets
- operational efficiency
- satisfaction of stakeholders</td></tr>
<tr><td colspan="2">Risks</td></tr>
<tr><td colspan="2">- IT system failures
- cyber threats
- insufficient resources
- late completion of events
- changes in the external environment</td></tr>
<tr><td colspan="2">Documented information</td></tr>
<tr><td colspan="2">- orders and orders of the President/The Rector
- all types of developed regulatory documents
- protocols of governing bodies</td></tr>
<tr><td colspan="2">The content of the process</td></tr>
<tr><td>- activity planning</td><td>- implementation of measures</td></tr>
<tr><td>- monitoring of indicators</td><td>- analysis of the results</td></tr>
<tr><td>- corrective actions and improvement</td><td></td></tr>
</table>

7. PROCESS «INTERNATIONAL ACTIVITIES»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-R-PIC -8.1/8.2-2026-07 «International activities»

<table>
<tr><td>The owner of the process:
Rector</td><td>Identification number:
KazUTB-R-PIC -8.1/8.2-2026-07</td></tr>
<tr><td>Participants in the process:
vice-rectors, heads of structural divisions</td><td rowspan="2">Key indicators:
- the share of international students from the total number of students;
- geography of admission (near and far abroad);
- incoming mobility
- outgoing mobility
- the number of existing cooperation agreements.
- the proportion of foreign research and teaching staff.</td></tr>
<tr><td>Head of the process:
Head of the Department of International Cooperation and Academic Mobility</td></tr>
<tr><td colspan="2">The purpose of the process</td></tr>
<tr><td colspan="2">Development of international cooperation and integration of the university into the international educational space.</td></tr>
<tr><td>Process Inputs</td><td>Process outputs</td></tr>
<tr><td>- partner offers
- international programs
- strategic documents
- requests from interested parties</td><td>- cooperation agreements
- academic mobility programs
- management decisions
- reports and performance results</td></tr>
<tr><td colspan="2">Supplier Processes</td></tr>
<tr><td colspan="2">- government agencies
- structural divisions
- external partners</td></tr>
<tr><td colspan="2">Consumer processes</td></tr>
<tr><td colspan="2">- University management
- structural divisions
- students and partners</td></tr>
<tr><td>Resources</td><td>Evaluation indicators</td></tr>
<tr><td>- human resources
- information systems
- financial resources
- infrastructure</td><td>- meeting targets
- operational efficiency
- satisfaction of stakeholders</td></tr>
<tr><td colspan="2">Risks</td></tr>
<tr><td colspan="2">- formally concluded memoranda and cooperation agreements
- inactive participation in academic mobility programs
- late completion of events
- changes in the external environment</td></tr>
<tr><td colspan="2">Documented information</td></tr>
<tr><td colspan="2">- Orders and orders of the President/The Rector
- all types of developed regulatory documents
- protocols of governing bodies</td></tr>
<tr><td colspan="2">The content of the process</td></tr>
<tr><td>- analysis of user needs.</td><td>- activity planning</td></tr>
<tr><td>- implementation of measures</td><td>- monitoring of indicators</td></tr>
<tr><td>- analysis of the results</td><td>- corrective actions and improvement</td></tr>
</table>

8. PROCESS «INFORMING THE PUBLIC»
PROCESS CATEGORY: CONTROL PROCESSES

KazUTB-R-PIC -8.4.3-2026-08 «Informing the public»

<table>
<tr><td>The owner of the process:
Rector</td><td>Identification number:
KazUTB-R-PIC-8.4.3-2026-08</td></tr>
<tr><td>Participants in the process:
vice-rectors, heads of structural divisions
Head of the process:
Head of Marketing and PR</td><td>Key indicators:
- the number of publications per month (external media + own resources).
- The total number of content views for the period;
- the coefficient of audience interaction with posts on social networks.
- response time to questions/comments from the public (the target is up to 2 hours during business hours).
- the percentage of materials with a positive or neutral tone.</td></tr>
<tr><td colspan="2">The purpose of the process</td></tr>
<tr><td colspan="2">Providing target audiences with timely, reliable and up-to-date information about the activities of the «Kazakh University of Technology and Business named after K. Kulazhanov» JSC to strengthen its reputation and attract stakeholders.</td></tr>
<tr><td>Process Inputs</td><td>Process outputs</td></tr>
<tr><td>- information guides (events, student victories, scientific discoveries),
- schedule of events,
- management orders
- changes in the admission rules.</td><td>publications on Facebook, Instagram, TikTok and other media platforms, - press releases, - publications in the media and social networks,
- content on the official website,
- promotional materials and branded products,</td></tr>
<tr><td colspan="2">Supplier Processes</td></tr>
<tr><td colspan="2">- government agencies
- structural divisions
- external partners</td></tr>
<tr><td colspan="2">Consumer processes</td></tr>
<tr><td colspan="2">- University management
- structural divisions
- students and partners
- external stakeholders</td></tr>
<tr><td>Resources</td><td>Evaluation indicators</td></tr>
<tr><td>- human resources: press secretary, SMM manager, content maker, photographer/videographer, IT specialist,
- information systems
- financial resources: budget for targeted advertising and publications in third-party media.
- infrastructure: photo/video equipment, computers with design software, official website, mailing systems</td><td>- meeting targets
- operational efficiency
- satisfaction of stakeholders</td></tr>
<tr><td colspan="2">Risks</td></tr>
<tr><td colspan="2">- Spreading false information or leaking confidential data.
- Absence of publications during important periods (for example, during the admission campaign).</td></tr>
</table>

- Incorrect interpretation of the university's actions in the comments. - Hacking of social networks or the university's website.
Documented information
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies
The content of the process

- activity planning	- analysis of the results
- implementation of measures	- corrective actions
- monitoring of indicators	- improvement

9. PROCESS «STUDENT RECRUITMENT AND ADMISSION»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB-VREaSW-PIC-8.2.1/8.2.2-2026-09 «Formation of the contingent, admission of students»

The owner of the process: Vice-Rector for Educational and Social Work	**Identification number:** KazUTB-VREaSW-PIC -8.2.1/8.2.2-2026-09
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - student recruitment (implementation of the recruitment plan) - conversion rate (the ratio of the number of enrolled to the number of applicants or to the number of applicants (leads)) - geography of admission (percentage of foreign students) - average score (percentage of "Olympiads") - the effectiveness of the channels of attraction (the proportion of enrolled students who came from open days, social networks, educational exhibitions or career guidance programs in schools.)
Process Manager: Contingent Formation Department	
The purpose of the process	
Formation of a high-quality contingent of students.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems	- meeting targets - operational efficiency - satisfaction of stakeholders

- financial resources - infrastructure	
Risks	
- insufficient number of applicants - late completion of career guidance activities - changes in the external environment	
Documented information	
- orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
activity planning	implementation of measures
monitoring of indicators	analysis of the results
corrective actions and improvement	

10. PROCESS «DEVELOPMENT AND UPDATING OF EDUCATIONAL PROGRAMS» PROCESS CATEGORY: BASIC PROCESSES

KazUTB -VRAA-PIC-8.3-2026-10 «Development and updating of educational programs»

The owner of the process: Vice-Rector for Academic Affairs	**Identification number:** KazUTB -VRAA-PIC -8.3-2026-10
Participants in the process: vice-rectors, heads of structural divisions **Head of the process:** Department of Educational Programs	**Key indicators:** - the proportion of ops developed/updated with the participation of employers; - content update frequency - the proportion of subjects in the educational program delivered through MOOCs. - the number of comments from expert commissions when checking programs. - the proportion of programs updated within the time limits set by the internal regulations.
The purpose of the process	
Creation and updating of educational programs, taking into account the requirements of the labor market.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**

- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- untimely updating of educational programs - formalism in the approach to the development of educational programs - late confirmation of the accreditation - changes in the external environment	
Documented information	
- orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

11. PROCESS «IMPLEMENTATION OF THE EDUCATIONAL PROCESS»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB -VRAA-PIC-8.5-2026-11 «Implementation of the educational process»

The owner of the process: Vice-Rector for Academic Affairs	**Identification number:** KazUTB -VRAA-PIC-8.5-2026-11
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - absolute academic performance; - high-quality academic performance; - the proportion of graduates who received an honours degree. - the proportion of practice-oriented classes; - staff retention; - availability of literature; - student satisfaction
Head of the process: Department of Educational Programs	
The purpose of the process	
Organizing and conducting the learning process to achieve learning outcomes.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**

- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- formalism in the approach to developing an educational program - late confirmation of the accreditation - changes in the external environment	
Documented information	
- orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

12. PROCESS «DESIGN AND IMPLEMENTATION OF ADDITIONAL EDUCATION PROGRAMS»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB-VRSaI - PIC -8.1-9.1-2026-12 «Design and implementation of additional education programs»

The owner of the process: Vice Rector for Science and Innovation	**Identification number:** KazUTB-VRSaI- PIC -8.1-9.1-2026-12
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - the number of trained trainees during the academic period; - financial efficiency of additional education programs; - number of implemented programs; - the number of newly developed programs; - the ratio of the actually recruited participants to the planned ones; - the results of the survey of students at the end of the course (assessment of the content, conditions and work of the coach). - the quality of the teaching staff.
Head of the process: Competence Center	
The purpose of the process	
providing high-quality and relevant training to meet the needs of the labor market, professional development and generating additional income for the development of the university.	
Process Inputs	**Process outputs**
- legislative norms; - requests from businesses and individuals; - professional standards and market requirements; - teaching staff resources and scientific and technical base	- qualified specialists (trainees); - the number of certificates issued; - acts of completed works and income of the university budget; - analysis of customer satisfaction;
Supplier Processes	

- market data (market needs); - government agencies; - staff reserve of teachers; - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources: qualified teachers (teaching staff), methodologists of the Competence Center, invited expert practitioners; - information systems: access to electronic libraries, design software; - financial resources; - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- lack of demand for the developed program (poor market analysis); - refusal of the key practice coach to participate before the start of the course; - low quality content that does not meet industry expectations;	
Documented information	
- orders and orders of the President/The Rector; - all types of developed regulatory documents; - register of issued certificates; - lesson log (or digital logs). -contracts for the provision of additional educational services; - reports on the results of the student survey	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

13. PROCESS «SCIENTIFIC RESEARCH ACTIVITIES»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB- VRSaI - PIC-8.3-2026-13 «Scientific research activities»

The owner of the process: Vice Rector for Science and Innovation	**Identification number:** KazUTB-VRSaI- PIC -8.3-2026-13
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - publication activity; - Citation rate (Hirsch Index); - number of patents and certificates; - the amount of R&D per teaching staff; - the share of science revenues in the total budget; - effectiveness of grant activities: the ratio of grant applications submitted to the number of grants won. - the proportion of young scientists;
Head of the process: Department of Science	

	- the number of publications and awards received by students under the guidance of teachers.
The purpose of the process	
Development of the university's scientific potential and organization of scientific schools.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- The «aging» of scientific schools, the outflow of talented youth. - Dependence on one source of financing (it is necessary to develop investments from third parties) - Identification of plagiarism in works published in "predatory" journals. - Moral and physical obsolescence of laboratory equipment.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

14. PROCESS «EDUCATIONAL WORK»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB-VRSAaSD-PIC-8.2/7.2-2026-14 «Educational work»

The owner of the process: Vice-Rector for Student Affairs and Social Development	**Identification number:** KazUTB-VREaSW-PIC -8.2/7.2-2026-14
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - The proportion of students involved in the activities of youth associations; - The number of implemented student initiatives; - The proportion of first-year students who have completed training or mentoring («tutoring»).
Head of the process: Department of Youth Affairs	

	- The number of prizes in creative and sports competitions; - Percentage of student volunteers
The purpose of the process	
Formation of a socio-cultural environment that helps students develop soft skills, citizenship and professional ethics.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Conducting events «for show» that are not interesting to students. - Unethical behavior of students in public space or social networks. - Involvement of students in destructive communities or extremist activities. - Concentration of activity around a narrow group of "activists" (5-10%), while the rest of the crowd is apathetic.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

15. PROCESS «SOCIAL WORK»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB-VRSAaSD-PIC -8.2/7.2-2026-15 «Social work»

The owner of the process: Vice-Rector for Student Affairs and Social Development	**Identification number:** KazUTB-VREaSW-PIC -8.2/7.2-2026-15
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - The proportion of those in need who received financial assistance; - The coefficient of provision of dormitories;
Head of the process: Department of Youth Affairs	

	- The results of the assessment of the condition of rooms, kitchens, showers and coworking areas in dormitories; - The proportion of staff and students who have completed medical examinations
The purpose of the process	
Ensuring a favorable social environment conducive to maintaining health, social security, and improving the quality of life of employees and students.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- dilapidated condition of dormitories or canteens, non-compliance with hygiene standards; - distribution of benefits, places in dormitories; - mass outbreaks of diseases in conditions of dense living (in dormitories); - reduction of budget financing for social items.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

16. PROCESS «FINAL CERTIFICATION AND GRADUATION»
PROCESS CATEGORY: BASIC PROCESSES

KazUTB -VRAA-PIC -8.6-2026-16 «Final certification and graduation»

The owner of the process: Vice-Rector for Academic Affairs	**Identification number:** KazUTB -VRAA-PIC-8.6-2026-16
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Quality indicators of graduates: the share of «excellent» grades, the share of final qualifying papers recommended
Head of the process: Department of Educational Programs	

	for implementation from the total number of graduates. - Compliance with the deadlines for issuing diplomas.
The purpose of the process	
Facilitating graduate employment and strengthening cooperation with employers.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Low level of originality of texts (plagiarism) or inconsistency of the topic with the preparation profile. - Errors when filling out diploma forms or inserts (typos in full names, grades). - Bias of the members of the attestation commission, receiving preferences, «gifts»	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

17. PROCESS «EMPLOYMENT AND INTERACTION WITH EMPLOYERS» PROCESS CATEGORY: BASIC PROCESSES

KazUTB -VRAA-PIC-8.2/9.1.2-2026-17 «Employment and interaction with employers»

The owner of the process: Vice-Rector for Academic Affairs	**Identification number:** KazUTB -VRAA-PIC-8.2/9.1.2-2026-17
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Employment efficiency: the proportion of employed graduates (in their specialty); average salary; the proportion of graduates who have started their own business. «the number of successful graduates» - Interaction with partners: the number of existing social partnership agreements; the number of departments created jointly with employers; the number of students studying at
Head of the process: Department of Educational Programs	

	the request of specific enterprises; the results of the annual survey of companies on the quality of training.
The purpose of the process	
Facilitating graduate employment and strengthening cooperation with employers.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- The economic crisis in the industry, massive layoffs among key partners. - «Skill Gap» is the gap between what is taught and what is required in the workplace. - Lack of reliable data on the fate of graduates (loss of communication after graduation). - Negative feedback from large employers about the quality of training of «target workers».	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

18. PROCESS «PERSONNEL MANAGEMENT»
PROCESS CATEGORY: SUPPORTING PROCESSES

KazUTB-R-PIC-7.1.2/7.2-2026-18 «Personnel management»

The owner of the process: President/Rector	**Identification number:** KazUTB-P/R-PIC -7.1.2/7.2-2026-18
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Quantitative (movement and composition): staff turnover; staffing ratio; the proportion of settled teaching staff from the total number of full-time teaching staff. Average work experience - Quality (development and loyalty): Staff engagement index; percentage of those who upgraded or retrained during the reporting period.
Head of the process: Legal and Human Resources Department	
The purpose of the process	

Providing the university with qualified personnel.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Talent shortage: lack of talent pool. - Loss of productivity and mass layoffs due to high workload - Legal risk - The departure of «key» employees along with the accumulated knowledge and connections.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

19. PROCESS «FINANCIAL MANAGEMENT AND BUDGETING» PROCESS CATEGORY: SUPPORTING PROCESSES

KazUTB-R-PIC -7.1-2026-19 «Financial management and budgeting»

The owner of the process: President/Rector	**Identification number:** KazUTB-P/R-PIC-7.1-2026-19
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Planning efficiency (budget quality): deviation of actual expenses/revenues from the planned ones; meeting the deadlines for approving the financial plan for the next period; the ratio of income from paid services, grants and R&D to the total amount of funding. - Financial stability and liquidity: current liquidity ratio; profitability of educational programs. - The percentage of automated transactions: the percentage
Head of the process: Department of Planning, Accounting and Tax Accounting	

	of financial transactions and reports generated without manual data entry.
The purpose of the process	
Effective planning and use of financial resources	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Cash gap: a temporary shortage of funds in accounts if there are obligations; - Income shortfall: shortage of students; - Inflation risk: a sharp rise in prices in the country; - Compliance risk: violation of tax legislation; - Force majeure: epidemics, war in the region, climate change.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

20. PROCESS «INFRASTRUCTURE AND EQUIPMENT MANAGEMENT» PROCESS CATEGORY: SUPPORTING PROCESSES

KazUTB-VRAaIA-PIC-7.1.3-2026-20 «Infrastructure and equipment management»

The owner of the process: Vice-Rector for Administrative and Infrastructure Affairs	**Identification number:** KazUTB-VRAaEA-PIC-7.1.3-2026-20
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Quality and condition of the environment: The proportion of equipment (PCs, laboratory stands) in good condition; timely execution of applications; compliance with TB and fire safety standards
Head of the process: Administrative and economic management	

	- Energy efficiency: the specific consumption of electricity and water per student or per 1m2 area. - The rate of renewal of the technopark and equipment: % of obsolete equipment replaced annually.
The purpose of the process	
Ensuring the functioning of the infrastructure and logistical base.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Failure of life support systems (heating, electricity, server); - Obsolescence (the equipment works, but does not pull modern software); - Violations of safety and fire safety; - Inability to purchase spare parts or upgrade software/hardware licenses (sanctions); - Force majeure: epidemics, war in the region, climate change.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

21. PROCESS «PURCHASES»
PROCESS CATEGORY: SUPPORTING PROCESSES

KazUTB-VRAaIA-PIC-8.4-2026-21 «Purchases»

The owner of the process: Vice-Rector for Administrative and Infrastructure Affairs	**Identification number:** KazUTB-VRAaEA-PIC-8.4-2026-21
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Economic efficiency: the level of budget savings;

Head of the process: Administrative and economic management	- Operational efficiency (speed): the time from the submission of the application to the structural unit to the moment of delivery of the goods; the proportion of suppliers who did not violate the delivery time.
The purpose of the process	
Provision of goods, works and services to the university.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Corruption risk: collusion with a supplier, lobbying for the interests of a particular company; - Failure to meet deadlines: failure to meet delivery deadlines, affecting the educational process; - Low-quality: purchase of goods that are formally suitable, but in fact not suitable; - Compliance risk: violation of tax legislation; - Force majeure: epidemics, war in the region, climate change.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

22. PROCESS «DOCUMENT MANAGEMENT AND ARCHIVE»
PROCESS CATEGORY: SUPPORTING PROCESSES

KazUTB-P/R-PIC-7.5-2026-22 « Document management and archive »

The owner of the process: President/Rector	**Identification number:** KazUTB-P/R-PIC -7.5-2026-22
Participants in the process: vice-rectors, heads of structural divisions	**Key indicators:** - Operational efficiency: the time required for registration of incoming correspondence; the percentage of documents completed on time; the average document search time.
Head of the process: Administrative and economic management	

	- The share of electronic document management: documents created and agreed upon in electronic form without printing, to the total volume.
The purpose of the process	
Organization of a document management and document storage system.	
Process Inputs	**Process outputs**
- regulatory requirements - strategic documents - requests from interested parties	- management decisions - reports and performance results
Supplier Processes	
- - government agencies - structural divisions - external partners	
Consumer processes	
- University management - structural divisions - students and partners	
Resources	**Evaluation indicators**
- human resources - information systems - financial resources - infrastructure	- meeting targets - operational efficiency - satisfaction of stakeholders
Risks	
- Loss of original documents or damage to the digital database. - Violation of the shelf life (premature destruction); - Delaying the approval period (the «bottleneck effect»), which slows down the work of other departments. - Leakage of personal data or restricted official information.	
Documented information	
- Orders and orders of the President/The Rector - all types of developed regulatory documents - protocols of governing bodies	
The content of the process	
- activity planning	- implementation of measures
- monitoring of indicators	- analysis of the results
- corrective actions and improvement	

F. DSD-7.5-2026-01-02 (mandatory)

APPROVAL SHEET

Position	Full name	Date	Signature
Vice-Rector for AA	Askarbekov E.B.	08.05.2026	
Vice-Rector for R&I	Aibuldinov Y.K.	08.05.2026	
Vice-Rector for SA&SD	Berdigaliuly S.	08.05.2026	
Director of the DSD	Orazalina D. K.	08.05.2026	
Head of the QMSD	Ernst A.	08.05.2026	

F. DSD-7.5-2026-01-03 (mandatory)

FAMILIARIZATION SHEET

Position	Full name	Date	Signature

F. DSD-7.5-2026-01-04 (mandatory)

CHANGE REGISTRATION SHEET

The number of the changed In the case of the	Change Notice Number	Number of sheets (pages)				Total sheets (after changes)	Date of submission	Full name of the person making the changes	Signature of the person who made the changes
		changed	replaced	new	cancelled				

F. DSD-7.5-2026-01-05 (mandatory)

PERIODIC INSPECTION RECORD SHEET

Verification Date	full name of the person, who performed the Verification	Signature of the person, who performed the check	Wording of comments