

## **Quality of university and comprehensive approach to its assessment.**

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Recently becoming widely accepted approach to the definition quality of university is the generic definition presented in the international standard ISO 9000: "The degree of fulfilment of the requirements.....".

Currently the universities are situated at competitive environment. It is the principal reason why they have to identify themselves as the organizations providing the services that meet the needs and expectations of their customers and stakeholders.

The quality of university is usually evaluated through the results of university, it means what university achieved. The comprehensive quality assessment approach do not examine only what university achieved in the past, but also includes the evaluation of capability and potential of the university to its further development.

Adapted assessment criteria based on the EFQM Excellence Model designed by group of experts in Czech Republic as well as designed methodology of comprehensive quality assessment of higher schools and universities will be presented in the contribution.