

THE IMPROVEMENT REPORT OF TRAINING PROGRAMS AFTER EXTERNAL ASSESSMENT OF FPT UNIVERSITY YEAR 2025

No	Standard/ Criterion	Accreditation results (Met/Not met requirements; level)	Quality improvement details based on recommendations	Improvement actions	Completion Time	Results	P.I.C	Evidence
1	Standard 2 (Criterion 2.2): Strategic Planning	Met (with Note)	formalize and document the cascading process of strategic objectives (Growth and Training Quality) into departmental action plans and individual KPIs/OKRs to ensure a continuous improvement loop	- Define and approve the 2026 strategic goals focusing on Enrollment Growth and Training Quality Enhancement. - Conduct strategic review meetings with all departments to align divisional	Since the September of 2025	A standardized and transparent goal-setting system is established. 100% of departments and staff have aligned KPIs/OKRs that directly support the MBA program's strategic growth and quality targets.	BoM	- Meeting Minutes: Records of strategic review meetings with departments regarding goal alignment for enrollment and quality in 2026 - Strategic

				goals and propose specific action plans. - Cascade departmental goals to individual levels through the KPI & OKR system, ensuring each staff member's targets contribute to the program's overall success		The feedback loop is effectively maintained through the OKI/KPI management system		Goal Documents: Approved targets for Enrollment Growth and Training Quality (2026). - KPI/OKR Dashboards: Screenshots or reports from the internal system showing the cascading of goals from Program -> Department -> Individual. - Performance Reports: Quarterly review reports showing how individual KPIs/OKRs are meeting the business unit's objectives.
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2	Standard 3 (Criterion 3.1.c): Student and Stakeholder Focus	Met (with Note)	formalize a systematic process to identify, analyze, and integrate the requirements of key stakeholders, specifically alumni and industry members, into the program's development and continuous improvement cycle - Deploy annual Alumni Surveys to collect data on career progression and program relevance. - Organize MBA Program Review Workshops with the participation of industry representatives (employers) to validate and update Curriculum Learning Outcomes (CLOs). - Formalize the Alumni Representative Board as a bridge for continuous networking, guest lecturing, and strategic feedback. - Integrate stakeholder feedback into the annual quality	Regularly Since 2026	Stronger involvement of key stakeholders in program development. The MBA curriculum is validated by industry experts, and a sustainable networking channel with alumni is maintained to support continuous improvement	R&D PR Assurance Board	Alumni surveys Stakeholder surveys Market analysis report Meeting minutes
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				improvement report for the MBA program				
3	Standard 7 (Criterion 7.1.c): Business Unit Performance	Met (with Note)	Standardize performance reporting by digitizing the data collection and analysis process. In coordination with the QA, all performance metrics are being integrated into a structured OKR and KPI framework to ensure consistency, clarity, and real-time accessibility for stakeholders	- Collaborate with the QA Department to define a standardized set of performance metrics aligned with the MBA program's strategic goals. - Digitize the reporting process by migrating traditional data into a centralized OKR & KPI Management System. - Establish a structured reporting format that allows for longitudinal comparison (trend analysis) and cross-departmental usability.	Since 2026	A synchronized and digitized performance management system is operational. Reports are now generated in a consistent, structured format	Board of Management (BoM) QA	Standardized Performance Reports

				- Conduct regular QA audits on the digitized data to ensure completeness and accuracy				
4	General (Standards 1-7): Monitoring and Reaffirmation Prep	Met		Review, collect, and monitor data across all standards (Leadership, Strategy, Faculty, Curriculum, etc.) to prepare for the 2029 ACBSP reaffirmation	Since 2025	Comprehensive data readiness for the 2029 site visit; continuous improvement across all administrative and academic processes	Academic Board Assurance Board R&D	AP platform Annual platform

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Approval by Dean