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## CV

First name	Jairo Sánchez Quintero
Name in citations	SÁNCHEZ QUINTERO, JAIRO
nationality	Colombian
Sex	Male

### Academic training

- **Doctorate** UNIVERSIDAD DEL ATLANTICO  
Doctorate in Educational Sciences July  
2009 - December 2013  
A SYSTEM OF QUALITY INDICATORS FOR THE IMPROVEMENT OF UNIVERSITY PROGRAMS IN ADMINISTRATION
- **Master's / Magister** INSTITUTE OF SOCIAL STUDIES  
Public Policy and Administration January  
1995 - 1996  
Comparison of the quality system in higher education in Colombia, Holland and the United Kingdom
- **Undergraduate / University** HIGH SCHOOL OF PUBLIC ADMINISTRATION ESAP HEADQUARTERS BOGOTA  
PUBLIC ADMINISTRATION January  
1983 - 1988
- **Undergraduate / University** UNIVERSITY PEDAGOGICA NACIONAL UPN  
DEGREE IN CHEMISTRY  
January 1979 - from 1984

### Further training

- **Short courses** MILITARY UNIVERSITY NEW GRANADA UNIMILITAR  
ELEMENTS OF HEALTH MANAGEMENT  
July 1991 - July 1991
- **Short courses** BUSINESS MANAGEMENT SCHOOL EAN  
PRESENTATION, DEVELOPMENT AND MANAGEMENT OF RESEARCH PROJECTS  
May 2000 - July 2000
- **Short courses** UNIVERSITY OF THE UNIANDEAN ANDES  
ECONOMIC MANAGEMENT, ADMINISTRATIVE AND HERITAGE DEVELOPMENT OF THE UNIVERSITIES  
September 1998 - September 1998
- **Short courses** COLOMBIAN INSTITUTE OF TECHNICAL STANDARDS ICONTEC  
CONTROL OF PROCESSES OF PRODUCT  
REALIZATION October 2004 - October 2004
- **Short-term courses** SCHOOL OF BUSINESS ADMINISTRATION EAN  
WRITTEN COMMUNICATION FOR TEACHING  
June 1999 - July 1999
- **Short courses** UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA

VALIDATION OF SCALES IN HEALTH SCIENCES AND SOCIAL SCIENCES  
August 2007 - August 2007

- **Short courses** COLOMBIAN INSTITUTE OF TECHNICAL STANDARDS ICONTEC  
UPDATE OF THE ISO 9001: 2008 STANDARD  
December 2008 - December 2008
- **Short courses** CENTRO COLOMBO AMERICANO  
ENGLISH LANGUAGE  
February 1991 - December 1991
- **Short-term courses** SCHOOL OF BUSINESS ADMINISTRATION EAN  
ORAL COMMUNICATION FOR TEACHING  
February 1999 - May 1999
- **Short courses** SGS CHILE LTDA  
COURSE INTERNAL AUDITOR  
August 2005 - August 2005

## Professional experience

### UNIVERSIDAD SERGIO ARBOLEDA SITE SANTA MARTA

*Dedication:* 20 hours Weekly July 2007 July 2008

Administration activities

- Management and Administration - *Position:* UNIT OF RESEARCH DIRECTOR July 2007

### UNIVERSIDAD SERGIO ARBOLEDA HEADQUARTERS SANTA MARTA

*Dedication:* 7 hours Weekly September 2007 Current

Management activities

- Other - *Position:* Other September 2007

Research Activities

- Research and Development - *Title:* A SYSTEM OF INDICATORS FOR THE IMPROVEMENT OF ADMINISTRATION PROGRAMS October 2012 April 2013

### UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA

*Dedication:* 40 hours Weekly February 2004 September 2004

Administration activities

- Management and Administration - *Position:* PROGRAM DIRECTOR February 2004

Teaching activities

- Undergraduate - *Name of the course:* RESEARCH PROJECT, February 20, 2005 June

- Undergraduate - *Name of the course:* MANAGEMENT TOOLS I and II., February 20, 2005 June

### UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA

*Dedication:* 40 hours Weekly April 2003

Management activities

- Center council member - *Position:* PROFESSOR FACULTY OF BUSINESS SCIENCES April 2003

### UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA

*Dedication:* 40 hours Weekly April 2003 February 2004

Administration activities

- Management and Administration - *Position:* DECANO April 2003 February 2004

Teaching

activities - Extracurricular extension - *Course name:* STRENGTHENING OF THE MANAGEMENT CAPACITY OF EDUCATIONAL AND SECRETARY DIRECTORS DE EDUCACIÓN DEL MAGDALENA AND THE DISTRICTS OF SANTA MARTA AND BARRANQUILLA, June 2004

- Undergraduate - *Name of the course:* UNIVERSITY AND SOCIETY, 30 August 2003 December 2003

- Extracurricular extension - *Name of the course:* ADVISORY IN STRATEGIC PLANNING AT HOTEL "PARK HOTEL OF SANTA MARTA", July 5, 2003 December 2003  
Research activities

- Research and Development - *Title:* QUALITY MANAGEMENT UNDER ISO 9000-2000 STANDARDS IN A POTENTIALLY EXPORTING SME July 2005 2006

- Research and Development - *Title:* February 2004

- Research and Development - *Title:* STRENGTHENING OF THE MANAGEMENT CAPACITY OF THE EDUCATION DIRECTORS AND SECRETARIES OF THE DEPARTMENT OF MAGDALENA AND THE DISTRICTS OF SANTA MARTA AND BARRANQUILLA May 2004 2005

- Research and Development - *Title:* April 2003 February 2004

- Research and Development - *Title:* DIAGNOSIS AND INTERVENTION IN QUALITY MANAGEMENT IN PYMES OF SANTA MARTA July 2003 2005

#### **CHAMBER OF COMMERCE OF BOGOTA CCB**

*Dedication:* 20 hours Weekly October 2002 March 2003

Administration activities

- Councils, Commissions and Consulting - *Position:* CONSULTANT October 2002 March 2003

#### **COLLEGE BILINGUE ABRAHAM LINCOLN**

*Dedication:* 40 hours Weekly July 2001 July 2002

Administration activities

- Management and Administration - *Position:* MANAGER AND RECTOR July 2001 July 2002

#### **BUSINESS ADMINISTRATION SCHOOL EAN**

*Dedication:* 4 hours Weekly February 2001 February 2003

Research activities

- Research and Development - *Title:* CHARACTERIZATION AND DYNAMICS OF THE PROSPECTIVE, STRATEGIC AND LOGISTIC PLANNING IN COMPANIES OF THE FOOD SECTOR OF BOGOTA June 2001 February 2003

#### **AGRARIAN UNIVERSITY FOUNDATION OF COLOMBIA**

*Dedication:* 40 hours Weekly July 1998 July 2001

Administration activities

- Management and Administration - *Position:* ACADEMIC VICE-RECTOR July 1998 July 2001

#### **UNIVERSIDAD PEDAGOGICA NACIONAL UPN**

*Dedication:* 40 hours per week December 1996 May 1998

Administration activities

- Management and Administration - *Position:* CHIEF OF INTERNAL CONTROL December 1996 May 1998

#### **UNIVERSIDAD PEDAGOGICA NACIONAL UPN**

*Dedication:* 40 hours Weekly June 1994 December 1996

Administration activities

- Management and Administration - *Position:* HEAD OF PLANNING June 1994 December 1996

#### **MINUTE DE DIOS UNIVERSITY CORPORATION**

*Dedication:* 40 hours Weekly July 1992 May 1993

Administration activities

- Management and Administration - *Position:* DECANO July 1992 May 1993

Teaching activities

- Undergraduate - *Course name:* ADMINISTRATIVE THEORY II, January 20, 1993 May 1993

- Undergraduate - *Course name:* PUBLIC ADMINISTRATION, August 20, 1992 December 1992

#### **TELECOMMUNICATIONS COMPANY OF BOGOTA SAETB**

*Dedication:* 0 hours Weekly September 1991 July 1992

Management activities

- Management and Administration - *Position:* CHIEF September 1991 July 1992

- **UNIVERSIDAD JORGE TADEO LOZANO**

*Dedication:* 12 hours per week February 1988 June 1998

Administration activities

- Center council member - *Position:* CATEDRATICO February 1988 June 1998

Teaching activities

- Undergraduate - *Course name:* PLANE, February 1988 June 1998

- Undergraduate - *Course name:* PUBLIC FINANCE, February 1988 June 1998

- Undergraduate - *Course name:* PUBLIC ADMINISTRATION, February 1988 June 1998

- Undergraduate - *Name of the course:* FORMULATION AND EVALUATION OF PROJECTS, February 1988 June 1998

- Undergraduate - *Course name:* ADMINISTRATIVE PROCESS, February 1988 June 1998

- Undergraduate - *Name of the course:* PERSONNEL ADMINISTRATION, February 1988 June 1998

- Undergraduate - *Name of the course:* ORGANIZATION AND METHODS, February 1988 June 1998

- **UNIVERSIDAD JORGE TADEO LOZANO**

*Dedication:* 20 hours Weekly February 1988 June 1998

Administration activities

- Councils, Commissions and Consultancy - *Position:* MEMBER OF THE CURRICULAR COMMITTEE February 1988 June 1998

### Areas of activity

- Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy)
- Social Sciences - Economics and Business - Business and Management
- Social Sciences - Political Science - Public Administration

### Languages


	Speaks	Writes	read	Understands
• English	Good	Good	Good	Good
• Spanish	Good	Good	Good	Good

### Lines of investigation

- Strategic and prospective quality management, *Active:* Yes
- QUALITY MANAGEMENT IN UNIVERSITIES, *Active:* Yes
- QUALITY MANAGEMENT UNDER ISO 9000-2000 STANDARDS, *Active:* No
- QUALITY MANAGEMENT UNDER ISO 9000-2000 STANDARDS, *Active:* No
- STRATEGIC PLANNING, PROSPECTIVE AND LOGISTICS IN SMES, *Active:* No

### Acknowledgments

- Exaltation to the work, commitment and determination in research, UNIVERSIDAD SERGIO ARBOLEDA SEDE SANTA MARTA - June 2015
- SERGIST CHARACTER, SERGIO ARBOLEDA UNIVERSITY HEADQUARTERS SANTA MARTA - January 2009
- MENTION OF HONOR OF SCIENTIFIC MERIT, UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA - from 2005
- SCHOLARSHIP FOR MASTER'S STUDIES, ICETEX AND THE GOVERNMENT OF THE NETHERLANDS - 1995
- ENROLLMENT OF HONOR, HIGH SCHOOL OF PUBLIC ADMINISTRATION - of 1987

The production items with the brand  correspond to products validated and validated for the last *National Call for the Recognition and Measurement of Research Groups, Technological Development or Innovation and for the Recognition of Researchers of the SNCTel*

## Short courses

- **Technical production - Short courses dictated - Extracurricular extension**

JAIRO SANCHEZ QUINTERO, Doctoral Course in educational policies and knowledge management from complexity, *Purpose: To understand the origins, content, purposes and results of educational policies in Latin America and the relationship between them and their doctoral theses.* . In: Colombia, 2015,, UNIVERSIDAD SIMON BOLIVAR SEDE BARRANQUILLA. Participation: Teacher, 1 week

**Areas:**

Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy),

- **Technical production - Short courses dictated - Other**

JAIRO SANCHEZ QUINTERO, Doctoral Course in Educational Policies and Quality Management in Colombia, Latin America and the Caribbean, *Purpose: To understand the origins, contents, purposes and results of educational policies in Latin America.* . In: Colombia, 2014,, UNIVERSIDAD SIMON BOLIVAR SEDE BARRANQUILLA. Participation: Teacher, 1 week

- **Technical production - Short courses dictated - Other**

JAIRO SANCHEZ QUINTERO, Master's Course in Education on Self-evaluation Model, *Purpose:At the end of the course the students will have understood the theoretical, legal, empirical, epistemological, methodological, ethical and political aspects of the self-evaluation of programs and institutions in relation to the improvement of their quality.* . In: Colombia, 2015,, UNIVERSIDAD DE LA COSTA CUC CORPORATION. Participation: Teacher, 1 week

- **Technical production - Short courses dictated - Extracurricular extension**

JAIRO SANCHEZ QUINTERO, Master's Course in Education on Accreditation of academic programs, *Purpose:At the end of the course the students will have understood the theoretical, legal, empirical, epistemological, methodological, ethical and political aspects of the accreditation of programs and institutions in relation to the improvement of their quality.* . In: Colombia, 2015,, UNIVERSIDAD DE LA COSTA CUC CORPORATION. Participation: Teacher, 1 week

- **Technical production - Short courses taught - Specialization**

JAIRO SANCHEZ QUINTERO, MODELOS PEDAGÓGICOS MODERNOS, *Purpose: To analyze and compare the most representative pedagogical models of twentieth century modernity, its implications and influences on pedagogy.* . In: Colombia, 2016,, UNIVERSIDAD SERGIO ARBOLEDA HEADQUARTERS SANTA MARTA. Participation: Teacher, 0 weeks

- **Technical production - Short courses dictated - Other**

JAIRO SANCHEZ QUINTERO, Course of doctorate in Educational Policies and Knowledge Management from the Complexity., *Purpose:At the end of the course students will have understood the origins, contents, purposes and results of educational policies in Latin America and the relationship between them and their doctoral theses. Within the context of these policies, the quality policy will be deepened and presented.* In: Colombia, 2016,, UNIVERSIDAD SIMON BOLIVAR SEDE BARRANQUILLA. Participation: Teacher, 0 weeks

- **Technical production - Short courses dictated - Other**

JAIRO SANCHEZ QUINTERO, COURSE OF MASTER'S DEGREE IN HISTORY OF EDUCATION AND PEDAGOGY IN COLOMBIA, *Purpose: To build a global vision of the history of education and pedagogy in Colombia with the main events, events and events that have determined the educational practices and pedagogical.* . In: Colombia, 2016,, UNIVERSIDAD SIMON BOLIVAR SEDE BARRANQUILLA. Participation: Teacher, 0 weeks

## Guided works / tutorials

- **Guided work / Tutoring - Master's degree or medical specialty work**

JAIRO SANCHEZ QUINTERO, EVALUATION OF THE SOCIAL RESPONSIBILITY ACTIONS OF THE PALMA OIL EXTRACTOR COMPANIES OF THE MAGDALENA DEPARTMENT IN THE PERIOD 2009-2011 UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis Master in Business Development, 2011,. *Person oriented:* Olivia de Lima and Ivan Altamar, *Directed as:* Main Tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, "STUDY OF THE STRATEGIC PLANNING MODEL ADOPTED BY THE PORT OF SANTAMARTA SOCIETY, APPLIED ON THE EXPORT SERVICE TO FOLLOW THE CHALLENGES OF THE FTA WITH THE UNITED STATES", UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Thesis concluded NEGOCIOS INTERNACIONALES, 2007,. *Person oriented:* LILIBETH VRAGAS AND KATHERINE MARTINEZ, *Directed as :*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Transport logistics, storage and communications,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, DESIGN OF A STRATEGIC BUSINESS MODEL BASED ON APPLICATIONS OF ELECTRONIC COMMERCE UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Thesis concluded NEGOCIOS INTERNACIONALES, 2007,. *Person oriented:* YARIFFE MARIN Y YESID VILORIA, *Directed as :*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Advisory and consultancy activities for companies - Legal advice or consultancy, bookkeeping, public opinion and business management, Other sectors - IT,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, MARTHA ORTIZ, ADMINISTRATIVE RESTRUCTURING OF THE NATIONAL PEDAGOGICAL UNIVERSITY HIGH SCHOOL OF PUBLIC ADMINISTRATION ESAP HEADQUARTERS BOGOTA Status: Completed thesis ADMINISTRACION PUBLICA, 1994,. *Person oriented:* MARTHA ORTIZ, *Directed as :*, months

**Areas:**

Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy), Social Sciences - Political Science - Public Administration,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, ORLANDO CONTRERAS, DESIGN OF THE INTERNAL CONTROL SYSTEM OF THE NATIONAL PEDAGOGICAL UNIVERSITY HIGH SCHOOL OF PUBLIC ADMINISTRATION ESAP BOGOTA SEDE Status: Completed thesis PUBLIC ADMINISTRATION, 1995,. *Person oriented:* ORLANDO CONTRERAS, *Directed as :*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management, Social Sciences - Political Science - Public Administration, Social Sciences - Education Sciences - General Education (Includes Training, Pedagogy),

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, MARTHA ORTIZ, PROGRAM BUDGET FORMULATION AND CONSTRUCTION OF COST CENTERS FOR THE NATIONAL PEDAGOGICAL UNIVERSITY HIGH SCHOOL OF PUBLIC ADMINISTRATION ESAP BOGOTA SEDE Status: Completed thesis ADMINISTRACION PUBLICA, 1995,. *Person oriented:* MARTHA ORTIZ, *Directed as :*, months

**Areas:**

Social Sciences - Political Science - Public Administration, Social Sciences - Education Sciences - General Education (Includes Training, Pedagogy),

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, SANDRA ROJAS, CHARACTERIZATION AND DYNAMIC OF THE STRATEGIC PLANNING IN COMPANIES OF THE FOOD SECTOR OF BOGOTA

UNIVERSITY EAN State: Thesis concluded Food Engineering, 2001,. *Person oriented:* SANDRA ROJAS, *Directed as :*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, LIANA MACHADO, DIANA MARQUEZ, ANALYSIS OF THE PROCESS OF CERTIFICATION WITH ISO 14000 STANDARDS IN THE INTERNATIONAL TRADING COMPANY BALTIME DE COLOMBIA SA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Thesis concluded, 2004,. *Person oriented:* LIANA MACHADO AND DIANA MARQUEZ, *Directed as:*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, MANAGEMENT MANAGEMENT AT A COLLEGE OF SANTA MARTA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Ongoing thesis ECONOMY, 2005,. *Person oriented:* KAREN PEREZ, *Directed as :*, months

**Areas:**

Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy),

**Sectors:**

Education,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, ESPERANZA PACHON ALEXANDRA RAMIREZ, DARWIN DAZA, PURPOSES, VALUES AND STRATEGIES IN FOOD SECTOR COMPANIES OF BOGOTÁ. CASE STUDIES. UNIVERSIDAD EAN State: Thesis concluded Food Engineering, 2002,. *Person oriented:* ESPERANZA PACHÓN, ALEXANDRA RAMIREZ AND DARWIN DAZA, *Directed as:*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided work / Tutoring - Master's degree or medical specialty work**

JAIRO SANCHEZ QUINTERO, Redesign of the integral system of management of quality in a university of the Colombian Caribbean UNIVERSITY OF MAGDALENA UNIMAGDALENA Status: Thesis concluded Master in Business Development, 2011,. *Person oriented:* Doris Isabel Acuña Medina, *Directed as:* Main Tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided work / Tutoring - Master's degree or medical specialty work**

JAIRO SANCHEZ QUINTERO, Evaluation of social responsibility strategies in Santa Marta universities 2008-2012 UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis Master in Business Development, 2011,. *Person oriented:* Mercedes Meyer Hernández and Julieth Lizcano Prada, *Directed as:* Principal Tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, Analysis of the service at home in terms of perfect deliveries in a supermarket of Rodadero-Santa Marta UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRACIÓN DE EMPRESAS, 2008,. *Person oriented:* Yamit Martínez Beleño and Oscar Salas Annichiarico, *Directed as:* Main tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, Design of a strategic plan model to improve the productivity and competitiveness of the hotels of the Santa Marta Center UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRACIÓN DE EMPRESAS, 2008,. *Person oriented:* Miguel Montecinos and Julia Rodríguez, *Directed as:*

as: Main Tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, TREATMENT OF NON-CONFORMING SERVICES IN THE SYSTEM OF MANAGEMENT OF QUALITY IN ADMISSIONS REGISTRATION AND ACADEMIC CONTROL OF THE UNIVERSITY OF MAGDALENA PERIOD 2006-2009 UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRATION OF COMPANIES, 2008,. *Person oriented:* KATERINE CRUZ BORJA and CINDY MADERO LAPEIRA, *Directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, THE UTILIZATION OF INFORMATION TECHNOLOGIES AND COMMUNICATION IN THE HOTELS OF THE DTCH OF SANTA MARTA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRATION OF COMPANIES, 2007,. *Person oriented:* ANTONIO JAIME MARTÍNEZ LÓPEZ AND SINDY MARIANA LLINÁS MARTÍNEZ, *He directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, PROPOSAL OF IMPROVEMENT IN INNOVATION FOR THE INCREASE OF THE COMPETITIVE LEVEL OF THE TEXTILE INDUSTRY OF THE CITY OF SANTA MARTA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRACIÓN DE EMPRESAS, 2010,. *Person oriented:* JAVIER ALONSO PALACIO ZAMBRANO and CÉSAR CAMILO PUELLO BENÍTEZ, *He directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, APPLICATION OF THE ISO 9004: 2000 STANDARD TO THE OPERATIONAL PROCESSES OF DISTRIBUTION AND SIGNAGE OF THE RAPIMERCAR SUPERMARKET OF SANTA MARTA DTCH - Case study. UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRACIÓN DE EMPRESAS, 2008,. *Person oriented:* YARITH MONTENEGRO VARGAS AND LIYIBETH MORENO PALOMEQUE, *Directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, DIAGNOSIS AND PROPOSAL OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) FOR THE HOTEL DECAMERON SA OF SANTA MARTA 2007 UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRATION OF COMPANIES, 2006,. *Person oriented:* ELIZABETH RODELO, *Directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, MEASUREMENT AND COMPARATIVE ANALYSIS OF THE LEVEL OF CUSTOMER SATISFACTION IN THE PROCESS OF RECEPTION IN TWO HOTELS OF SANTA MARTA: 2008-2009 UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRATION OF COMPANIES, 2008,. *Person oriented:* DIANA CABALLERO CUAO AND LIZETH PORTACIO AVILA, *Directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, COMPARATIVE ANALYSIS OF THE VARIATION OF THE ORGANIZATIONAL CLIMATE 2008 - 2009 AND PROPOSAL OF IMPROVEMENT, IN AN INSTITUTE OF RESEARCH IN SANTA MARTA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRATION OF COMPANIES, 2010,. *Person*



*oriented:* NANCY HINOJOSA GARCÍA, *Directed as:* Main tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, ANALYSIS OF THE HANDLING OF GOOD MANUFACTURING PRACTICES (BPM) AND CUSTOMER SATISFACTION, IN A RESTAURANT OF THE RODADERO SECTOR OF THE CITY OF SANTA MARTA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRATION OF COMPANIES, 2008,.

*Person oriented:* JOHANA CAROLINA REYES VELÁSQUEZ AND ANA DALILA RODRÍGUEZ LOZANO, *Directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, SOCIAL RESPONSIBILITY OF A CHAIN WAREHOUSE IN SANTA MARTA DTCH Case Study UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRACIÓN DE EMPRESAS, 2007, . *Person oriented:* FREDDY DE JESÚS VARGAS LEIRA and KERMIN MAIKER POLO JIMÉNEZ, *Directed as:* Main tutor , months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided work / Tutoring - Master's degree or medical specialty work**

JAIRO SANCHEZ QUINTERO, Proposal for the development of a family compensation fund based on the analysis of the requirements of the affiliates and the customer satisfaction model of Kano. UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis Master in Business Development, 2011, . *Person oriented:* Daniel Enrique Duque Villalba, *Directed as:* Main Tutor, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, CONSTRUCTION OF A METHODOLOGY FROM THE TOTAL QUALITY STANDARDS OF THE SIX SIGMA ORIENTED TO THE IMPROVEMENT OF THE CUSTOMER SERVICE OF THE HOTEL SANTA MAR DE SANTA MARTA- CASE STUDY. UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Completed thesis ADMINISTRACIÓN DE EMPRESAS, 2008, . *Person oriented:* katya Cubides and Pedro Navarro, *Directed as:* Main tutor, months

- **Directed work / Tutorials - PhD thesis**

JAIRO SANCHEZ QUINTERO, ¿The quality of the professors and of the study plans in the university formation of the accountants of the Guajira and the Magdalena? UNIVERSIDAD SIMON BOLIVAR SEDE BARRANQUILLA State: Thesis in course Doctorate in Sciences of the Education, 2015, . *Person oriented:* Luis Puche Pinto, *Directed as:* Main tutor, months

**Areas:**

Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy),

- **Guided Works / Tutorials - undergraduate degree projects**

JAIRO SANCHEZ QUINTERO, LIANA MACHADO, DIANA MARQUEZ, ANALYSIS OF THE CERTIFICATION PROCESS WITH THE ISO 14000 STANDARDS IN THE INTERNATIONAL TRADING COMPANY BALTIME DE COLOMBIA SA UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA Status: Thesis in progress ADMINISTRATION OF COMPANIES, 2004, . *Person oriented:* LIANA MACHADO AND DIANA MARQUEZ, *Directed as:*, months

**Areas:**

Social Sciences - Economics and Business - Business and Management,

## Jury in evaluation committees

- **Complementary data - Jury / Commissions evaluating work of degree - Undergraduate**

JAIRO SANCHEZ QUINTERO, ALEXANDER MANTILLA RUEDA, LIANA PATRICIA BLANCO PARRA, *Title:* DETERMINATION OF THE LABOR COMPETENCIES OF A GROUP OF ADULTS DISPLACED FOR THE DEVELOPMENT OF BUSINESS IDEAS IN THE TIMAYUI DISTRICT OF COMMUNE 5 OF THE DISTRICT OF SANTA MARTA (MAGDALENA) *Type of presented work:* in: UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *academic program* ADMINISTRATION OF COMPANIES *Name of the oriented:* LIANA PATRICIA BLANCO PARRA AND ALEXANDER MANTILLA RUEDA

**Words:**

HUMAN DEVELOPMENT, EMPLOYMENT, SOCIAL IMPACT, Public policies, DISPLACED, LABOR COMPETENCES,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Urban Development, Education, Labor Market and Labor,

- **Complementary data - Jury / Commissions evaluating work of degree - Undergraduate**

JAIRO SANCHEZ QUINTERO, *Title:* MODEL OF HUMAN MANAGEMENT AND ORGANIZATIONAL CULTURE FOR SMES *Type of work presented:* in: UNIVERSITY EAN *academic program* Food Engineering *Name of the oriented:* BALLESTEROS WILLIAM, ESTUPIÑAN EDUARDO AND PEDRAZA JULIO CESAR

**Words:**

HUMAN MANAGEMENT, ORGANIZATIONAL CULTURE, SMES,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Complementary data - Jury / Commissions evaluating work of degree - Undergraduate**

JAIRO SANCHEZ QUINTERO, MARJORIE GALOFRE, JULIANA ZUNIGA, *Title:* ANALYSIS OF THE SECONDARY AND AVERAGE BASIC EDUCATION OF THE PUBLIC SECTOR IN THE DISTRICT OF SANTA MARTA 1997-2005 *Type of work presented:* in: UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *academic program* ECONOMIA *Name of the student :* MARJORIE GALOFRE - JULIANA ZUÑIGA

**Words:**

Indicators, quality, EDUCATIONAL COVERAGE, EFFICIENCY IN EDUCATION, SECONDARY AND MIDDLE BASIC EDUCATION,

**Areas:**

Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy), Social Sciences - Economics and Business - Economics, Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Education,

- **Complementary data - Jury / Commissions evaluating work of degree - Undergraduate**

JAIRO SANCHEZ QUINTERO, ELIZABETH RODELO, *Title:* DIAGNOSIS AND PROPOSAL OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) FOR THE HOTEL DECAMERON SA DE SANTA MARTA 2007 *Type of work presented:* in: UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *academic program* ADMINISTRATION OF COMPANIES *Name of the oriented:* ELIZABETH RODELO

**Words:**

MARKETING, CUSTOMER RELATIONSHIP MANAGEMENT, CRM, HOTEL, CUSTOMER SATISFACTION AND LOYALTY,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Other sectors - Quality and Productivity, Other sectors - Information and Management C, Advisory and consultancy activities for companies - Legal advice or consultancy, bookings, public opinion and in business management,

- **Complementary data - Jury / Commissions evaluating work of degree - Undergraduate**

JAIRO SANCHEZ QUINTERO, *Title:* EVALUATION OF THE DECENTRALIZATION OF THE EDUCATIONAL SECTOR IN THE DISTRICT OF SANTA MARTA 1983-2005 *Type of work presented:* in: UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *academic program* ECONOMY *Name of the oriented:* MARYORIE GALOFRE A. AND JULIANA ZUÑIGA P.

**Words :**

PUBLIC ADMINISTRATION, Education, QUALITY OF MANAGEMENT, EFFICIENCY IN EDUCATION, SECONDARY AND MIDDLE BASIC EDUCATION,

**Areas:**

Social Sciences - Political Science - Public Administration,

**Sectors:**  
Education,

- **Complementary data - Jury / Commissions evaluating work of degree - Undergraduate**

JAIRO SANCHEZ QUINTERO, *Title:* DESIGN AND IMPLEMENTATION OF THE COMPONENT MANAGEMENT OF RESOURCES OF THE SYSTEM OF QUALITY MANAGEMENT ISO 9001: 2000 FOR THE COOPERATIVE OF VOLCETEROS DEL MAGDALENA *Type of work presented:* in: UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *academic program* ADMINISTRATION OF COMPANIES *Name of the oriented:* JAVIER PAYARES AND JAIRO AISLANT

**Words:**

QUALITY OF MANAGEMENT, QUALITY MANAGEMENT, QUALITY MANAGEMENT SYSTEM ISO 9001: 2000, RESOURCE MANAGEMENT, COOPERATIVES,

**Sectors:**

Advisory and consultancy activities for companies - Advice or legal advice, bookkeeping, public opinion and business management, Other sectors,

- **Complementary data - Jury / Commissions for evaluating degree work - Master's degree**

JAIRO SANCHEZ QUINTERO, *Title:* TENSIONS BETWEEN PEDAGOGICAL AND ADMINISTRATIVE SPEECHES FROM THE IMPLEMENTATION OF QUALITY MANAGEMENT SYSTEMS IN BASIC AND MEDIUM EDUCATION INSTITUTIONS: An evaluative and proactive reading *Type of work presented:* Degree / thesis work *in:* UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *academic program* MASTER'S DEGREE IN EDUCATION *Name of the student* : MELISA INMACULADA MARTÍNEZ VALLE DAYRO RAFAEL LINERO NÚÑEZ

## Participation in evaluation committees

- **Additional information - Participation in evaluation committees - Teaching contest**

JAIRO SANCHEZ QUINTERO, EVALUATION OF MINAGROULTURA-IICA PROJECTS  
*at:* INTER-AMERICAN INSTITUTE OF COOPERATION FOR AGRICULTURE IICA

**Words:**

EVALUATION OF RESEARCH PROJECTS,

**Areas:**

Engineering and Technology - Other Engineering and Technologies - Food and Beverage,

**Sectors:**

Agriculture, Livestock, Forestry, Forestry,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, PUBLIC ADMINISTRATION BOOK EVALUATION  
*at:* UNIVERSIDAD PEDAGOGICA Y TECNOLOGICA DE COLOMBIA UPTC SEDE TUNJA

**Words:**

PUBLIC ADMINISTRATION,

**Areas:**

Social Sciences - Political Science - Public Administration,

**Sectors:**

Public administration, defense and social security - Economic policy and public administration in general,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, How Ideas Are Generated for the Creation of Companies ?.  
*in:* UNIVERSIDAD PONTIFICIA BOLIVARIANA SEDE MEDELLIN

**Words:**

CREATION OF COMPANIES, EMPRENDERISMO,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Advisory and consultancy activities for companies,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, "Rethinking the Performace of Management Education some elements for more socially responsible field".

*in:* UNIVERSIDAD EAFIT

**Words:**

administration, Higher education, SOCIAL IMPACT, TRAINING OF ADMINISTRATORS,

**Areas:**

Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy), Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Education,

- **Additional information - Participation in evaluation committees - Teaching contest**

JAIRO SANCHEZ QUINTERO, SELECTION OF TEACHERS OF COMPLETE TIME PLANT

*at:* UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA

**Words:**

administration, QUALITY OF MANAGEMENT, Higher education,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Additional information - Participation in evaluation committees - Teaching contest**

JAIRO SANCHEZ QUINTERO, SELECTION OF CATHEDRAL TEACHERS

*at:* UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA

**Words:**

administration, Higher education, QUALITY OF MANAGEMENT, RESEARCH,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, EVALUATION FOUR UCC RESEARCH PROJECTS

*at:* UNIVERSIDAD COOPERATIVA DE COLOMBIA

**Words:**

administration, Higher education, EVALUATION OF RESEARCH PROJECTS, HUMAN MANAGEMENT, PROCESSES,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Other sectors - Quality and Productivity, Other sectors - Other,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, ASSESSMENT UNIVERSIDAD JAVERIANA JOURNAL ARTICLE

*in:*

**Words:**

administration, Higher education,

**Areas:**

Social Sciences - Economics and Business - Business and Management, Social Sciences - Educational Sciences - General Education (Includes Training, Pedagogy),

**Sectors:**

Education,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, EVALUATION BOOK PLANNING, CONTROL AND QUALITY FOR THE PUBLIC SECTOR

*at:* UNIVERSIDAD MILITAR NUEVA GRANADA UNIMILITAR

**Words:**

QUALITY OF MANAGEMENT, INTERNAL CONTROL, STRATEGIC PLANNING, PUBLIC ADMINISTRATION, QUALITY MANAGEMENT, PLANNING,

**Areas:**

Social Sciences - Political Science - Public Administration, Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Public administration, defense and social security, Public administration, defense and social security - Economic policy and public administration in general, Other sectors - Quality and Productivity,

- **Additional data - Participation in evaluation committees - Other**

JAIRO SANCHEZ QUINTERO, EVALUATION OF THREE BOOKS OF ADMINISTRATION

*in:* HIGH SCHOOL OF PUBLIC ADMINISTRATION ESAP HEADQUARTERS BOGOTA

**Words:**

HUMAN DEVELOPMENT, PUBLIC ADMINISTRATION, THEORIES OF DEVELOPMENT,

**Areas:**

Social Sciences - Political Science - Public Administration,

**Sectors:**

Public administration, defense and social security,

### Evaluator pair

*Scope:* National *Par evaluator of:* Material for scientific publication *Magazine:* University & Business, 2015, August

*Scope:* International *Par evaluator of:* Material for scientific publication *Magazine:* Strategies, 2014, December

*Scope:* International *Par evaluator:* Material for scientific publication *Editorial:* Editions Universidad Cooperativa de Colombia, 2014, November

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Universidad Militar Nueva Granada, 2008, October

*Scope:* National *Par evaluator:* Project *Institution:* INSTITUTO INTERAMERICANO DE COOPERACION PARA LA AGRICULTURA IICA, 2006, May

*Scope:* International *Par evaluator:* Material for scientific publication *Magazine:* Management Studies, 2012, June

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Universidad del Quindío, 2010, September

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Fondo Editorial De La Universidad Tecnologica De Pereira, 2011, February

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD SANTO TOMAS SECCIONAL BUCARAMANGA, 2011, November

*Scope:* National *Par evaluator:* Project *Institution:* INTER-AMERICAN INSTITUTE OF COOPERATION FOR AGRICULTURE IICA, 2006, April

*Scope:* National *Par evaluator:* Project *Institution:* INTER-AMERICAN INSTITUTE OF COOPERATION FOR AGRICULTURE IICA, 2006, April

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2010, October

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2011, October

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Universidad Surcolombiana, 2012, June

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Esap Public Administration Superior School, 2005, September

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2006, April

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2006, May

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2006, May

*Scope:* National *Par evaluator:* Project *Institution:* INTER-AMERICAN INSTITUTE OF COOPERATION FOR AGRICULTURE IICA, 2006, June

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2010, October

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Esap Public Administration Superior School, 2005, October

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Universidad del Valle, 2011, November

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Higher School of Public Administration Esap, 2005, November

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA, 2006, April

*Scope:* National *Par evaluator:* Project *Institution:* INSTITUTO INTERAMERICANO DE COOPERACION PARA LA AGRICULTURA IICA, 2006, May

*Scope:* National *Par evaluator:* Project *Institution:* SANTO TOMAS DE AQUINO UNIVERSITY HEADQUARTERS BOGOTA USTA, 2011, February

*Scope:* National *Par evaluator of:* Material for scientific publication *Magazine:* Cuadernos De Administración, 2012, Mayo

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD PONTIFICIA BOLIVARIANA SEDE MEDELLIN, 2012, December

*Scope:* National *Par evaluator:* Project *Institution:* INTER-AMERICAN INSTITUTE OF COOPERATION FOR AGRICULTURE IICA, 2006, June

*Scope:* National *Par evaluator of:* Material for scientific publication *Editorial:* Universidad del Atlántico, 2009, December

*Scope:* National *Par evaluator:* Project *Institution:* UNIVERSIDAD DE SUCRE, 2009, February

Scope: National Par evaluator of: Material for scientific publication Editorial: Universidad del Quindío, 2008, November

Scope: National Par evaluator of: Material for scientific publication Editorial: Universidad del Quindío, 2008, October

Scope: National Par evaluator of: Material for scientific publication Editorial: Universidad De Cartagena, 2012, April

Scope: National Par evaluator: Project Institution: UNIVERSITY OF CARTAGENA UNICARTAGENA, 2010, November

Scope: International Par evaluator: Material for scientific publication Magazine: Management Studies, 2012, November

## Scientific events

✓ 1 **Name of the event:** NATIONAL ENCOUNTER ON TOTAL QUALITY IN HIGHER EDUCATION *Type of event:* Meeting *Scope:* National *Completed on:* 1992-01-01 00: 00: 00.0, in BOGOTÁ, DC - BOGOTA

### Associated institutions

- *Name of the institution:* ICFES *Type of link* Sponsor

### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 2 **Name of the event:** NATIONAL AND INTERNATIONAL CONGRESS OF RESEARCH SEMILLARS *Type of event:* Congress *Scope:* National *Completed on:* 2007-01-01 00: 00: 00.0, in BARRANQUILLA - UNIVERSIDAD AUTONOMA

### Associated institutions

- *Name of the institution:* COLOMBIAN NETWORK OF RESEARCH SEMILLARS *Type of link* Sponsor

### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 3 **Name of the event:** FORO INTERNACIONAL DE SISTEMAS DE GESTIÓN *Type of event:* Other *Scope:* National *Completed on:* 2004-01-01 00: 00: 00.0, in CARTAGENA DE INDIAS - HOTEL HILTON

### Associated institutions

- *Name of institution:* ICONTEC *Type of link* Sponsor

### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 4 **Name of the event:** PROCESS CONTROL COURSE OF PRODUCT REALIZATION *Type of event:* Other *Scope:* National *Completed on:* 2004-01-01 00: 00: 00.0, in CARTAGENA DE INDIAS - HOTEL ALMIRANTE ESTELAR

### Associated institutions

- *Name of institution:* ICONTEC *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 5 *Name of the event:* APPLICATION OF ISO 9000-2000 STANDARDS IN DAILY WORK *Type of event:* Seminar *Scope:* National *Held:* 2004-01-01 00: 00: 00.0, in SANTA MARTA - SANTA MARTA

**Associated institutions**

- *Name of the institution:* ANDEAN SEMINARS *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 6 *Name of the event:* PERSONAL AND PROFESSIONAL DEVELOPMENT *Type of event:* Seminar *Scope:* National *Completed on:* 1999-01-01 00: 00: 00.0, in BOGOTÁ, DC - BOGOTA

**Associated institutions**

- *Name of institution:* SEMINARS INSIGHT *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 7 *Name of the event:* IMPLEMENTING TOTAL QUALITY MANAGEMENT *Type of event:* Seminar *Scope:* National *Conducted on:* 1993-01-01 00: 00: 00.0, in PORTLAND, OREGON - PORTLAND, OREGON

**Associated institutions**

- *Name of institution:* PORTLAND STATE UNIVERSITY *Type of liaison* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 8 *Name of the event:* THE NEW MANAGER *Type of event:* Seminar *Scope:* National *Held on:* 1993-01-01 00: 00: 00.0, in PORTLAND, OREGON - PORTLAND, OREGON

**Associated institutions**

- *Name of institution:* PORTLAND STATE UNIVERSITY *Type of liaison* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 9 *Name of the event:* EDUCATIONAL LEADERSHIP AND EDUCATIONAL EVALUATION *Type of event:* Workshop *Scope:* National *Completed on:* 2002-01-01 00: 00: 00.0, in MIAMI - MIAMI

**Associated institutions**

- *Name of institution:* MAIN TRAINING CENTER *Type of link* Sponsor



**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 10 *Name of the event:* INTERNATIONAL QUALITY DAY *Type of event:* Congress *Scope:* National *Completed on:* 1991-01-01 00: 00: 00.0, in BOGOTÁ, DC - BOGOTA

**Associated institutions**

- *Name of the institution:* INCOLDA AND CORPORACIÓN QUALITY *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 11 *Name of the event:* METHODOLOGY FOR THE MEASUREMENT OF PRODUCTIVITY IN COLOMBIAN COMPANIES *Type of event:* Workshop *Scope:* National *Completed on:* 2003-01-01 00: 00: 00.0, in BOGOTÁ, DC - BOGOTA

**Associated institutions**

- *Name of the institution:* NATIONAL PRODUCTIVITY CENTER *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 12 *Name of the event:* SECOND LATIN AMERICAN CONGRESS OF MANAGEMENT OF INNOVATION *Type of event:* Congress *Scope:* National *Completed on:* 1991-01-01 00: 00: 00.0, in BOGOTÁ, DC - BOGOTA

**Associated institutions**

- *Name of the institution:* AMERICAN MANAGEMENT ASSOCIATION AND DPA *Type of liaison* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 13 *Name of the event:* IV INTERNATIONAL RESEARCH SEMINAR ON THE QUALITY OF EDUCATION *Type of event:* Seminar *Scope:* International *Conducted on:* 2013-11-07 00: 00: 00.0, 2013-11-08 00: 00: 00.0 in BOGOTÁ, DC - Hotel Marriot Bogotá

**Associated products**

- *Name of the product:* Quality indicators derived from the ECAES results 2004-2010 in university programs of Administration *Type of product:* Other works - Other works - Poster

**Associated institutions**

- *Name of the institution:* COLOMBIAN INSTITUTE FOR THE EVALUATION OF EDUCATION *Type of link* Sponsor
- *Name of the institution:* UNIVERSIDAD SERGIO ARBOLEDA SEDE SANTA MARTA *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Speaker

✓ 14 *Name of event:* VIII INTERNATIONAL QUALITY FORUM *Type of event:* Other *Scope:* International *Conducted on:* 2010-09-01 00: 00: 00.0, 2010-09-03 00: 00: 00.0 in

## CARTAGENA DE INDIAS - HOTEL HILTON CARTAGENA

## Associated institutions

- *Name of the institution:* COLOMBIAN INSTITUTE OF TECHNICAL NORMS ICONTEC *Type of link* Sponsor

## Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Assistant

✓ 15 *Name of the event:* III INTERNATIONAL SEMINAR ON RESEARCH IN QUALITY OF EDUCATION *Type of event:* Seminar *Scope:* International *Conducted on:* 2012-11-01 00: 00: 00.0, 2012-11-02 00: 00: 00.0 in BOGOTÁ, DC - Hotel Marriot Bogotá

## Associated institutions

- *Name of the institution:* COLOMBIAN INSTITUTE FOR THE EVALUATION OF EDUCATION *Type of link* Sponsor

## Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Assistant

✓ 16 *Name of the event:* Third national colloquium of good management practices and documentary heritage in lasIES *Type of event:* Other *Scope:* National *Conducted on:* 2016-10-12 00: 00: 00.0, 2016-10-14 00: 00: 00.0 in SANTA MARTA - Auditorium Universidad Cooperativa de Colombia Santa Marta

## Associated products

- *Name of the product:* Experience of the Quality Management System and Document Management at the Sergio Arboleda University Santa Marta Headquarters *Type of product:* Technical production - Work presentation - Presentation

## Associated institutions

- *Name of the institution:* UNIVERSIDAD COOPERATIVA DE COLOMBIA *Type of link* Sponsor

## Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Speaker

✓ 17 *Name of the event:* Socialization of the state of education and Observatory of Educational Quality of Santa Marta *Type of event:* Other *Scope:* National *Conducted on:* 2015-11-11 00: 00: 00.0, 2015-11-11 00:00 : 00.0 at SANTA MARTA - Sergio Arboleda University Auditorium

## Associated products

- *Name of the product:* State of the quality of education in Santa Marta *Type of product:* Technical production - Presentation of work - Conference

## Associated institutions

- *Name of the institution:* UNIVERSIDAD SERGIO ARBOLEDA SEDE SANTA MARTA *Type of link* Sponsor

## Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer, Keynote Speaker

✓ 18 *Name of the event:* Socialization Current status of education in Santa Marta and proposal for improvement *Type of event:* Other *Scope:* National *Conducted on:* 2016-09-06 00: 00: 00.0, 2016-09-06 00:00: 00.0 at SANTA MARTA - Sergio Arboleda University Auditorium

## Associated products

- *Name of the product:* Current status of education in Santa Marta and? Proposal for improvement *Type of product:* Technical production - Work presentation - Conference

#### Associated institutions

- *Name of the institution:* UNIVERSIDAD SERGIO ARBOLEDA SEDE SANTA MARTA *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer, Keynote Speaker

✓ 19 *Name of the event:* II international symposium, pedagogy, curriculum and didactics in the context of the quality of education *Type of event:* Symposium *Scope:* International *Conducted on:* 2010-08-26 00: 00: 00.0, 2010-08-28 00: 00: 00.0 in BARRANQUILLA - Simon Bolivar University Auditorium

#### Associated products

- *Name of the product:* quality indicators in higher education for the purpose of accreditation and ISO 9001 certification *Type of product:* Technical production - Work presentation - Presentation

#### Associated institutions

- *Name of the institution:* UNIVERSIDAD DEL ATLANTICO *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Speaker

✓ 20 *Name of the event:* II international symposium of pedagogy *Type of event:* Symposium *Scope:* International *Conducted on:* 2011-05-11 00: 00: 00.0, 2011-05-13 00: 00: 00.0 in CARTAGENA DE INDIAS - University of Cartagena

#### Associated products

- *Name of the product:* A SYSTEM OF ALTERNATIVE INDICATORS OF QUALITY IN HIGHER EDUCATION ASSOCIATED TO POSITIVE VARIATION OF RESULTS IN ¿ECAES¿. *Type of product:* Technical production - Presentation of work - Presentation

#### Associated institutions

- *Name of the institution:* UNIVERSITY OF CARTAGENA UNICARTAGENA *Type of liaison* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Speaker

✓ 21 *Name of the event:* II International Education Congress of RUDECOLOMBIA *Type of event:* Congress *Scope:* International *Conducted on:* 2011-08-24 00: 00: 00.0, 2011-08-26 00: 00: 00.0 in SANTA MARTA - AUDITORIO JULIO OTERO UNIVERSIDAD DEL MAGDALENA

#### Associated products

- *Name of the product:* A system of quality indicators in higher education associated with positive variation of results in ¿ECAES¿ 2007-2009 *Type of product:* Technical production - Presentation of work - Presentation

#### Associated institutions

- *Name of the institution:* UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Speaker

✓ 22 **Name of the event:** IX INTERNATIONAL QUALITY FORUM *Type of event:* Other *Scope:* International *Conducted on:* 2011-08-29 00: 00: 00.0, 2011-08-31 00: 00: 00.0 in CARTAGENA DE INDIAS - HOTEL HILTON CARTAGENA

#### Associated institutions

- *Name of the institution:* COLOMBIAN INSTITUTE OF TECHNICAL NORMS ICONTEC *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Assistant

23 **Name of event:** EUROPEAN ASSOCIATION FOR INSTITUTIONAL RESEARCH ANNUAL FORUM *Type of event:* Other *Scope:* Conducted on: 1997-01-01 00: 00: 00.0, in WARWICK, UK -

#### Associated products

- *Name of the product:* ASSESSMENT OF QUALITY IN HIGHER EDUCATION OF COLOMBIA, THE NETHERLANDS AND THE UNITED KINGDOM *Type of product:* Bibliographic production - Works in events (Chapters of memory) - Complete

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Assistant

✓ 24 **Name of the event:** International Symposium on Pedagogy Education and Research: Training of the research spirit from preschool to university *Type of event:* Symposium *Scope:* International *Conducted on:* 2013-04-18 00: 00: 00.0, 2013-04-19 00: 00: 00.0 in BARRANQUILLA - Corporación Educativa del Litoral

#### Associated products

- *Name of the product:* A system of quality indicators for the improvement of Business Administration programs *Type of product:* Technical production - Presentation of work - Presentation

#### Associated institutions

- *Name of institution:* RED DE PEDAGOGIA SAS *Type of link* Sponsor
- *Name of the institution:* MINISTRY OF NATIONAL EDUCATION MINEDUCATION *Type of link* Sponsor

#### Participants

- *Nombre:* JAIRO SANCHEZ QUINTERO *Rol en el evento:* Ponente magistral

✓ 25 **Nombre del evento:** VI ENCUENTRO DEPARTAMENTAL DE SEMILLEROS DE INVESTIGACIÓN *Tipo de evento:* Encuentro *Ámbito:* Realizado el:2008-01-01 00:00:00.0, en CIÉNAGA - INFOTEC - CIENAGA

#### Instituciones asociadas

- *Name of the institution:* RED COLOMBIAN FOUNDATION OF RESEARCH SEMILLARS *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 26 **Name of the event:** XI NATIONAL ENVIRONMENT AND INTERNATIONAL SEVILLE RESEARCH *Type of event:* Meeting *Scope:* International *Conducted on:* 2008-01-01 00: 00: 00.0, in MEDELLÍN - UNIVERSIDAD EAFIT

#### Associated institutions

- *Name of the institution:* RED COLOMBIAN FOUNDATION OF RESEARCH SEMILLARS *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 27 *Name of the event:* SEMINAR INTELLECTUAL PROPERTY AND REGIONAL DEVELOPMENT *Type of event:* Seminar *Scope:* Conducted on: 2008-01-01 00: 00: 00.0, in SANTA MARTA - UNIVERSIDAD DEL MAGDALENA

#### Associated institutions

- *Name of the institution:* UNIVERSIDAD DEL MAGDALENA UNIMAGDALENA *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 28 *Name of the event:* WORKSHOP SEMINAR "ACADEMIC ARTICLES WRITING PROCESS" *Type of event:* Workshop *Scope:* Completed on: 2007-01-01 00: 00: 00.0, in SANTA MARTA - UNIVERSIDAD SERGIO ARBOLEDA-SANTA MARTA

#### Associated institutions

- *Name of the institution:* UNIVERSIDAD SERGIO ARBOLEDA SEDE SANTA MARTA *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 29 *Name of the event:* SEMINAR WORKSHOP "EXAMINES OF QUALITY OF THE ECAES SUPERIOR EDUCATION" *Type of event:* Workshop *Scope:* Carried out on: 2007-01-01 00: 00: 00.0, in SANTA MARTA - CLUB SANTA MARTA

#### Associated institutions

- *Name of the institution:* UNIVERSIDAD SERGIO ARBOLEDA SEDE SANTA MARTA *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 30 *Name of the event:* INTERNATIONAL FORUM "FACING THE GLOBAL CHALLENGE OF COMPETITIVENESS" *Type of event:* Other *Scope:* International *Conducted on:* 2008-01-01 00: 00: 00.0, in CARTAGENA DE INDIAS - HOTEL HILTON - CARTAGENA

#### Associated institutions

- *Name of the institution:* COLOMBIAN INSTITUTE OF TECHNICAL NORMS ICONTEC *Type of link* Sponsor

#### Participants

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 31 *Name of the event:* CONCEPTUAL FRAMEWORK OF THE COLOMBIAN PRIZE FOR THE QUALITY OF MANAGEMENT *Type of event:* Workshop *Scope:* National *Completed on:* 2004-01-01 00: 00: 00.0, in BOGOTÁ, DC - BOGOTÁ

#### Associated institutions

- *Name of the institution:* CORPORACIÓN QUALITY *Type of link* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

✓ 32 *Name of the event:* FIRST INTERNATIONAL CONGRESS OF KNOWLEDGE AND QUALITY MANAGEMENT *Type of event:* Congress *Scope:* National *Held:* 2003-01-01 00: 00: 00.0, in CARTAGENA DE INDIAS - CARTAGENA

**Associated institutions**

- *Name of institution:* UNIVERSIDAD INDUSTRIAL DE SANTANDER UIS *Type of link:* Sponsor

**Participants**

- *Name:* JAIRO SANCHEZ QUINTERO *Role in the event:* Organizer

**Specialized knowledge networks**

*Network name:* Association of Institutional Research *Type of network:* Real, *Created on:* 2012-06-01 00: 00: 00.0, 2013-05-31 00: 00: 00.0 in Tallahassee with 0 participants

*Network name:* Association of Studies in Higher Education ASHE *Type of network:* Real, *Created on:* 2013-06-29 00: 00: 00.0, in Las Vegas with 0 participants

**Articles**

- ✓ Bibliographic production - Article - Published in specialized magazine

JAIRO SANCHEZ QUINTERO, "PERSONAL AND ORGANIZATIONAL PURPOSES". In: Colombia Magazine Do. School of Economics. Universidad del Magdalena ISSN: 1900-0901 ed: Universidad Del Magdalena Publishing Fund v. 1 fasc. 1 p.3 - 8, 2004, DOI:

**Words:**

administration, quality, STRATEGIES, STRATEGIC PLANNING,

- ✓ Bibliographic production - Article - Published in specialized magazine

JAIRO SANCHEZ QUINTERO, "INTEGRAL STRATEGY FOR INNOVATIVE SMES". In: Colombia Magazine School of Business Administration ISSN: 0120-8160 ed: School of Business Administration Ean v. 47 fasc. p.34 - 45, 2003, DOI:

**Words:**

administration, quality, STRATEGIES, Indicators, STRATEGIC PLANNING, SMEs,

- ✓ Bibliographic production - Article - Published in specialized magazine

JAIRO SANCHEZ QUINTERO, GUILLERMO NARVAEZ, ANDRES VELASQUEZ, "RESEARCH AS A STRATEGIC FACTOR OF COLOMBIA: INVESTIGATING OR FALLING INTO PLANETARY MARGINALITY". In: Colombia Magazine School of Business Administration ISSN: 0120-8160 ed: School of Business Administration Ean v. 42-43 fasc. p.18 - 34, 2002, DOI:

**Words:**

RESEARCH, administration, SCIENCE AND TECHNOLOGY, HUMAN DEVELOPMENT, Higher education,

-  **Bibliographic production - Article - Published in specialized magazine**

JAIRO SANCHEZ QUINTERO, "Proposal of quality indicators for the self-evaluation and accreditation of university programs in administration". In: Colombia Management Studies *ISSN: 0123-5923 ed: Universidad Icesi v. 30 fasc. 133 p.419 - 429, 2014, DOI: 10.1016 / j.estger.2014.06.002*

**Words:**

Indicators, quality, Higher education, Accreditation, Atlas Ti,

**books**

-  **Bibliographic production - Book - Research result book**

JAIRO SANCHEZ QUINTERO, "Administration And Planning: Prospective, Strategic And Logistics" In: Colombia 2004. ed: Gente Nueva *ISBN: 9589743706 v. 50 pags. 269*

**Words:**

PLANNING, STRATEGIC PLANNING, PLANNING BY SCENARIOS, LOGISTICS, administration, STRATEGIES,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Consulting and consultancy activities for companies, Education, Public administration, defense and social security,

-  **Bibliographic production - Book - Research result book**

JAIRO SANCHEZ QUINTERO, "Administration and Certification of Quality Through the ISO 9001: 2000 Standard" In: Colombia 2007. ed: Universidad del Magdalena *ISBN: 9789588320106 v. 0 pags. 132*

**Words:**

QUALITY MANAGEMENT, RESEARCH, PROCESSES, QUALITY MANAGEMENT SYSTEM ISO 9001: 2000, administration,

-  **Bibliographic production - Book - Research result book**

JAIRO SANCHEZ QUINTERO, "Santa Marta Sectional Management, Certification And Improvement Of The Quality In The Sergio Arboleda University" In: Colombia 2012. ed: Publications Fund Sergio Arboleda University *ISBN: 978-958-8704-35-7 v. p.*

**Words:**

QUALITY MANAGEMENT, System, ISO 9001 Certification, Higher Education,

**Areas:**

Social Sciences - Education Sciences - General Education (Includes Training, Pedagogy),

**Innovation generated in business management**

- **Technical production - Innovations generated from business production - Organizational**

JAIRO SANCHEZ QUINTERO, CREATING A METHODOLOGY FOR THE IMPLEMENTATION AND CERTIFICATION SYSTEMS QUALITY MANAGEMENT, *Trade name , contract / registration: ,.* In: Colombia

,, 2008, **Areas:**

Social Sciences - Economics and Business - Business and Management,

## Technical work



- **Technical production - Scientific and Technological Consulting and Technical Report - Other**

JAIRO SANCHEZ QUINTERO, bussiness To Develop a plan for the launching and implementation of the program in Colombia and Peru ARCEES, *Trade name , contract / registration: 00044406,*. In: United States,, 2015, 6 months p.0

**Words:**

Bussiness Plan, Higher education, RESEARCH, MARKET RESEARCH, PLANNING,

**Areas:**

Social Sciences - Economics and Business - Business and Management,

**Sectors:**

Education - Higher education,

- **Technical production - Scientific and Technological Consulting and Technical Report - Other**

JAIRO SANCHEZ QUINTERO, management, certification and quality improvement at the University Sergio Arboleda Sectional Santa Marta, *Trade name , contract / registration: ,*. In: Colombia,, 2007, 75 months p.0

**Words:**

ISO 9001 Certification, QUALITY MANAGEMENT, ISO 9001, ISO 9004, MANAGEMENT SYSTEMS,

**Sectors:**

Advisory and consultancy activities for companies - Other advisory and consultancy activities for companies,

## Technology-based companies

- **Technical production - Technology-based company - Spin-off**

JAIRO SANCHEZ QUINTERO, quality and relevance SAS, *Nit 900436066-2, Registered before the camera on: 2011-05-05 00: 00: 00.0,*

## Research reports



- **Technical production - Research reports**

JAIRO SANCHEZ QUINTERO, A SYSTEM OF QUALITY INDICATORS FOR THE EVALUATION AND IMPROVEMENT OF UNIVERSITY PROGRAMS IN BUSINESS ADMINISTRATION. In 2013,



- **Technical production - Research reports**

JAIRO SANCHEZ QUINTERO, Validity of the Measurement of the satisfaction of students in higher education and correlation with the results in the SABERPRO tests. In:,, 2015,



- **Technical production - Research reports**

JAIRO SANCHEZ QUINTERO, Current status of the quality of basic and secondary education and Good practices of management in official schools of Santa Marta. In:,,



2015,



- **Technical production - Research reports**

JAIRO SANCHEZ QUINTERO, Proposed System of Indicators adjusted based on the application of quality indicators in an Administration program: a case study. In:,, 2015,

## Projects

*Type of project:* Research and development

A SYSTEM OF QUALITY INDICATORS FOR THE IMPROVEMENT OF UNIVERSITY PROGRAMS IN ADMINISTRATION

*Start:* November 2008 *Projected end:* July 2010 *End:* November 2013 *Duration* 12

**Summary**

The inadequate elaboration, measurement, evaluation and analysis of indicators in the universities is preventing evaluation and improvement of the quality of the academic programs and their consequent certification and accreditation. The research is posed as a question: What is the system of crucial indicators that must be configured to improve the overall quality of the Academic Programs in Business Administration?

*Type of project:* Research and development

CHARACTERIZATION AND DYNAMICS OF PROSPECTIVE, STRATEGIC AND LOGISTIC LAPLANEATION

*Start:* January 2000 *Projected end:* December 2002 *End:* December 2002 *Duration* 24

**Summary**

*Type of project:* Extension and social responsibility CTI

DIAGNOSIS AND INTERVENTION IN QUALITY MANAGEMENT IN SMES OF SANTA MARTA

*Start:* *Duration*

**Summary**

*Type of project:* Research and development

DIAGNOSIS AND INTERVENTION IN QUALITY MANAGEMENT IN SMES OF SANTA MARTA

*Start:* January 2003 *Duration*

**Summary**

This project examines the quality management system in PYMES of Santa Marta through an evaluation instrument (created within the project) and a methodology (designed within the project) simple and economical that contributes to the certification of these companies.



*Type of project:* Extension and social responsibility CTI

STRENGTHENING OF THE MANAGEMENT CAPACITY OF THE TEACHING DIRECTORS AND SECRETARIES OF EDUCATION OF THE MAGDALENA DEPARTMENT AND THE DISTRICTS OF SANTA MARTA AND BARRANQUILLA

*Start:* January 2004 *Duration*

**Summary**

This project seeks to increase the capacity of management, administrative, academic and social projection in schools and education secretariats of the municipalities of Magdalena, Santa Marta and Barranquilla.

*Type of project:* Research and development  
QUALITY MANAGEMENT UNDER ISO 9000-2000 STANDARDS IN A POTENTIALLY EXPORTING SME

*Start:* January 2005 *Duration*

**Summary**

We developed a measurement instrument of the Quality Management System through ISO 9001: 2000 and a certification methodology of the quality management system that was successfully applied in an African palm fruit company.

*Type of project:* Research and development  
CHARACTERIZATION AND DYNAMICS OF THE PROSPECTIVE, STRATEGIC AND LOGISTIC PLANNING

*Start:* January 2001 *Duration* 0

**Summary**

In this project, a characterization of management practices and prospective, strategic and logistic planning was carried out in 29 companies in the food sector of Bogotá at the level of MIPYMES and GRANDES EMPRESAS. The variables studied were: Prospective, purposes (mission, vision and objectives), strategies, organizational structure, logistics, values, production management and results.

✓ *Type of project:* Research and development

Validity of the Measurement of the satisfaction of students in higher education and correlation with the results in the SABERPRO tests.

*Start:* May 2015 *End:* December 2015 *Duration*

**Summary**

The project entitled 'Validity of the Measurement of Student Satisfaction in Higher Education and Correlation with the Results in the SABERPRO Tests' addresses two of the indicators with the greatest power to indicate the quality of higher education programs. From the indicator called 'student satisfaction index' it is necessary to know the validity of the results obtained in a time series of 8 periods. It is also considered relevant and pertinent to establish the correlation between the student satisfaction indicator and the results in the SABERPRO standardized tests. They are expected as significant results, opportunities to improve the measurement of student

General data

Training activities

Evaluator activities

Social appropriation

Bibliographic production

Technical Production

More information

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management process for the greater meaning, validity and relevance achieved with the measurements of student satisfaction. The main beneficiaries of this research project are the students themselves for the improvement of the measurement of their satisfaction. The directors of university programs and institutions of higher education are also beneficiaries, as well as the collaborators of the Quality Management process for the greater meaning, validity and relevance that is achieved with the measurements of student satisfaction. The main beneficiaries of this research project are the students themselves for the improvement of the measurement of their satisfaction. The directors of university programs and institutions of higher education are also beneficiaries, as well as the collaborators of the Quality Management process for the greater meaning, validity and relevance that is achieved with the measurements of student satisfaction.

✓ *Type of project:* Research and development

Current status of the quality of basic and secondary education and Good management practices in public schools in Santa Marta.

*Start:* May 2015 *End:* December 2015 *Duration*

**Summary**

The beneficiaries of the results of this research will be all people interested in strategic management systems in general and in particular in the improvement of management in educational organizations. The main beneficiaries of this research project will be the students and their families, the businessmen, the professors and in general the society as a consequence of the monitoring of the quality of education in Santa Marta and of the improvement of the Directive Management with impact on the processes academics and the improvement in learning.

*Type of project:* Research and development  
Implementation of quality management systems under ISO 9001 in public schools of Santa Marta 2016

*Start:* February 2016 *Duration*

**Summary**

The state educational institutions of basic and secondary education of Santa Marta have presented in their great majority deficient results in the SABER 11 tests during the last years, as evidenced by the academic results obtained in the historical results of the ICFES. Even as the country has improved, most official educational institutions in this city have deteriorated. When a school does not have a Quality Management System there are serious difficulties in its planning, management and monitoring processes, due to the absence of specific policies, plans and objectives that better guide its actions. Additionally, these organizations are dedicated to work without taking into account the results of academic quality achieved and the requirements or needs for improvement of students, their families and society in general and consequently their processes or procedures lack the definitions and characterizations necessary to achieve the highest possible quality. The hypothesis that guides the work is that a Quality Management System allows to deliver to educational actors and society a higher quality educational service, and internal benefits such as teamwork, documentation and registration of its main activities and improvement of the efficiency and effectiveness of managerial, academic and support processes. The research question is: What are the most relevant lessons produced by the implementation process of the Quality Management System in schools, which contribute to the future certification of similar schools? The objectives of this project include the implementation of a Quality Management System under ISO 9001: 2015 and the improvement of existing QMS, the identification of general lessons, convergences and divergences and the beginning of the construction of a certification model for similar schools.

✓ *Tipo de proyecto:* Investigación y desarrollo

Propuesta de Sistema de Indicadores ajustados a partir de la aplicación de indicadores de calidad en un programa de Administración: un estudio de caso

*Inicio:* Mayo 2015 *Fin:* Diciembre 2015 *Duración*

#### Resumen

Esta investigación sobre un sistema de indicadores cruciales en programas universitarios de Administración genera conocimiento en teoría de indicadores de gestión y es relevante, pertinente y necesaria para continuar mejorando la calidad educativa que se le brinda a los estudiantes alrededor de la siguiente pregunta: ¿Cuáles son los principales ajustes que deben hacerse al Sistema de Indicadores Cruciales en Educación Superior SICRUES para lograr mejoramiento significativo en programas universitarios colombianos en Administración a partir de las lecciones obtenidas por la aplicación de SICRUES en un estudio de caso a profundidad? El objetivo general del proyecto es contribuir al mejoramiento de la calidad de programas universitarios en Administración a partir de la aplicación y mejoramiento del Sistema de Indicadores Cruciales en Educación Superior SICRUES. Para lograr el objetivo general es necesario lograr los siguientes objetivos específicos: (1) Determinar la situación de la calidad de los programas de Administración en Colombia a partir de la revisión de literatura. (2) Determinar la situación de programas de Administración a partir de los resultados en pruebas ECAES 2004-2010. (3) Elaborar una propuesta ajustada de Sistema de Indicadores Cruciales en Educación Superior SICRUES a partir de la aplicación del SICRUES inicial en un estudio de caso y (4) Elaborar una propuesta de mejoramiento del programa de Administración de Empresas en un estudio de caso en la Universidad Sergio Arboleda de Santa Marta a partir de la aplicación de SICRUES mejorado. La metodología consiste en la aplicación de un cuestionario (derivado del sistema SICRUES) en un programa de Administración constituido como estudio de caso y en la medición de 23 indicadores dentro del programa mencionado. Adicionalmente se realizará análisis documental y se elaborarán notas de campo relacionadas con las observaciones durante el proceso de medición de los indicadores. El resultado final consistirá en la elaboración de una propuesta de SICRUES ajustado para medición a nivel regional y nacional de programas de educación superior en Ciencias sociales y humanas. Adicionalmente se elaborará una propuesta de mejoramiento del programa delimitado como estudio de caso a partir de los resultados obtenidos en la medición de 23 indicadores. Los beneficiarios de esta investigación son los directivos, profesores, estudiantes y sus familias, por el mejoramiento de la gestión del servicio educativo en organizaciones como las de programas que hacen parte de las instituciones de educación superior.