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Author

SANTANA, Silvina

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Abstract

This paper investigates the implementation and evaluation of quality management systems within the higher education sector in Brazil. It is based on Institutional and Neo Institutional theories and presents the case of the Federal University of Pelotas, to discuss higher education institutions' options in a context of wide and complex environmental changes. (HRK / Abstract übernommen) Santana, Silvina, E-Mail: silvina.santana@ua.pt