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## IMPROVING THE QUALITY OF SERVICES AT THE UNIVERSITY OF OVIEDO

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### Abstract

With the purpose of fostering a continuous improvement policy in the 25 services provided by the University of Oviedo aimed at increasing the quality, effectiveness and efficiency of these services, the Technical Quality Unit has drawn up a specific Quality Plan for Services.

The main goals are:

- To foster public information to users on the services provided and on the quality commitments assumed in their provision via the drawing up of Service Charters.
- To improve the quality and efficiency of the services provided to users through the implementation of an Internal Quality Assurance System.
- The obtaining of external accreditations.

The Project started in the year 2011 with the drawing up of 31 Service Charters covering all the services and their subsequent publication in the Official Gazette of the Principality of Asturias. This has meant that all the services have been accordingly defined and that their quality commitments have been communicated to society at large.

The monitoring of these quality commitments is carried out by means of 273 indicators. A software application has been designed to facilitate the uploading of data by users, the exploitation of results and the subsequent decision-making process.

A pilot-test has been jointly carried out with the Research Service in the design of its Internal Quality Assurance System. Support is currently being provided to different services in the day-to-day job of adopting the aforementioned continuous improvement policy.

### Keywords

University Services, Service Charter, Quality Management Systems, EFQM, Quality Plan.

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