

# Policy of Quality

The Serveis Tècnics de Recerca (STR) have as their fundamental mission the provision of services to researchers at the University of Girona (UdG) and other external entities. For this reason, the quality control of the services provided must be directly related to the rigor of the procedures used, which must guarantee the veracity of the results. The quality of STR activity depends on the consistency and the suitability of the procedures that govern it.

The management decided to implement a Quality Management System (SGQ), based on the ISO 9001 standard, which contributes to strengthening and developing the internal operating procedures of the techniques. In addition, the SGQ contributes to establishing the mechanisms for evaluating the activity (user satisfaction, quantification of the services provided, etc.) that allow to take actions for the continuous improvement of quality. The suitability of these actions can be judged once established.

Within this context, the STR Policy of Quality are marked as priorities the following items:

1. Integrate the operation of STRs into the Scientific Policy of the UdG.
2. Comply with the established requirements and promote the evaluation of the activity with quantifiable indicators and, because of the evaluation, improve the internal functioning to achieve the service quality objectives.
3. Extend the scope of areas of knowledge that the STRs support.
4. Disseminate the capabilities of STRs among UdG researchers and external entities and improve their perception of them.
5. Promote a close relationship with UdG researchers and encourage their involvement in the operation of STRs.
6. Pursue the economic sustainability of STRs.
7. Add to the functions of STRs other research support missions beyond their techniques.
8. The protection of the environment is a fundamental aspect and is always present in the management of STRs.

The staff knows, understands, and applies the Quality Policy as well as the other SGQ documents.

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