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LONG ABSTRACTS



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University Service Assessment in Accordance with the EFQM Excellence Model at the University of Oviedo

University of Oviedo
Vicechancellorship of Teaching Staff, Departments and Centres
Technical Unit for Quality

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Introduction

Within the framework of the collaboration agreement between the National Quality Assessment and Accreditation Agency (ANECA) and the Club for Excellence in Management (CEG), which promotes a model for the evaluation of university management services based on the European recognition pattern of the EFQM, the University of Oviedo has evaluated five of its services: the Student and Employment Service, the Publications Service, the Sports Service, the University Library and the Technical Unit for Quality.

Purpose

The objective was the diagnosis of each service's quality management level by means of a self-assessment process, whose result has led to the proposal and implementation of three improvement actions.

Methodology

The self-diagnosis consists in the completion of a questionnaire that considers all the EFQM model criteria, the analysis of collected information, rendering numerical scores, and the elaboration of a self-assessment report, using the web tool PERFIL V5.0, provided by the CEG.

Results

This paper shows the aims, the methodology and the initial results of the self-assessment process of five services of the University of Oviedo. It also includes the proposal of common improvement measures, promoted by the Technical Unit for Quality, regarding the implantation of a process management system, in order to obtain a direct positive impact on the EFQM criterion *Processes*, as well as a positive and indirect impact on all the criteria related to *Results*.