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# TABLE OF CONTENTS

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## Keynote Speech:

Ron S. Kenett: Do you want to make an impact with quantitative methods? Make sure you generate high InfoQ

## Higher Education:

Alvarez Suarez A., Albanil P., Alonso J., Martis R., Catalan C., Pascual M.A.: Improving the quality of services at the University of Oviedo

Adinolfi R., Troisi O.: The quality of a training course: a survey of determinants

Baccarani C., Cavallo T., Rotta A.: Participatory communication, a case study: Fuori Aula Network, University of Verona web-radio

Benkovic S., Rakocevic S.: Implementation of learning methods and techniques in the Serbian university classroom

Cano M., Kouriklis T., Drummond S.: Lean in practice: Lessons for Higher Education Institutes

Drummond S., Cano M.: Volunteering: Enhancing the quality of the student experience

Hutyra M.: Assessment of University Quality based on EFQM Model Excellence.

Messina S., Santamato V.R.: Higher Education in tourism for a more sustainable and competitive sector in Euro-Mediterranean area.

Raanan Y.: An elaborate new paradigm for higher education

## Health Care:

Bertezene S., Dubrion B., Martin J: Rationalization and institutionalization of work evaluation practices: the case of a public hospital

Shlefer S., Lachman R.: The Effects of Non-work - Work interface on Physicians' Health Care Service.

Simcic B., Poldrugovac M.: Accreditation of hospitals in Slovenia: What does it reveal?

Szołtysek J., Twaróg S., Wronka M.: Social networks and the situation of blood donation in Poland: a logistics perspective

## Public Management:

Cassadio C.: The Total Quality Approach in Public Administration: Surveys in the 244 Municipalities of Bergamo

Fuentes R.: Productivity at SUMA tax offices: a step ahead

Magno F., Cassia F.: Public services quality and citizen orientation: an identification of trends and evolving priorities within Italian municipalities

Sayag G.: The Effectiveness of Internal Auditing in Local Government: An Empirical Examination of its Determinants in Israel

Testa F., Alizzi A.: Liberalization of local public service in Italy and the need for innovative competences for a new role of the public sector

### **Tourism:**

Orlandini P., Vallone C., Cechetti R., De Toni A.: Total Quality research of tourism services. Special case: "Albergo Diffuso"

### **Theoretical and Methodological Approaches:**

Biancone P.P., Mattalia M.: Sponsorship: a service that satisfies different stakeholders

Bonfanti A., Brunetti F., Castellani P.: The last minute market model: an innovative service in a sustainability perspective

Cocks G.: Optimising the pathway for an organizational change management program

Espinosa R., Parada J.: Aligning organizational structure with strategy, through business processes analysis

Esposito A.: Marketing communication strategies in low cost, high value service companies

Filberg S.: The role of social media in the success of service organizations: a case study of a public sector organization

Floreddu P., Cabiddu F.: Managing online reputation: the role of social media

Frączkiewicz-Wronka A., Szoltysek J., Kotas M.: Key success factors of social services organizations in the public sector

Galetti F.: Six Sigma: help or hoax for Quality?

Lakićević A., Knežević S., Stanković A., Dmitrović V.: Internal control in the function of raising of management quality in banks

Marino A.: The "ITER" of Systemic Marketing: An effective approach for implementing a successful services' (consumer-)persumer involvement

Menozzi A., Fraquelli G., De Novara J.: Diversity and quality of Board of Directors in Family Firms

Moyes D.: Sustainable advantage for a rural family business; service quality, innovation, relationship capital, and market orientation

Nobolo A., DeToni A.: "La città del gusto e della salute": a new model of business incubator centers in Milan

Shany H., Kaplan O.: Are happy customer service representatives more efficient? The relationship between happiness and work performance among insurance company call center representatives

Styger L.: An Exploration of Applying Rules Based System Modelling into a Quality Management Framework - Extending the Quality Triangle

Szoltysek J., Frączkiewicz-Wronka A.: The application of supply chain analysis to the evaluation of the effectiveness of social service organizations

Ugolini M., Cassia F.: Services branding: is it a matter of gender?



## 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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