QQML 2009
International Conference on
Qualitative and Quantitative Methods in Libraries
26 - 29 of May 2009 Chania Crete Greece   www.isast.org

From Quality to Innovation: experiences in EFQM Model at University of Cadiz Library (Andalucía, Spain)

Miguel Duarte Barrionuevo
University of Cadiz Library Director

The University of Cadiz Library (UCAL) won the EFQM 400+ and European EFQM Recognition for Excellence 4* in November 2006. It's the only Spanish Academic Library that have a Business Excellence Award. This could have been the end of a process started in the mid 1990s with *Total Quality* Project.

The goals of this paper is to present the UCAL experience with EFQM Model adapted as Framework for Excellence and Innovation as support of a Total Quality System Management and how bridges to news management ways has been established to satisfy user's needs and expectations.

Based on Long Term Planning tools, implementation of Quality Programs and measure Information and data system, main steps of quality building will be described through long term program.

Change and Integration were two main pillars of the UCAL management in the 1990s. Change has been and is a permanent planning consideration, and integration is necessary in an IT scenario in any attempt at modernisation in any of 3 possible variables: systems, organisation and technologies.

In order to guarantee an optimal level of information and quality services to ours users, the UCA Library has developed and implemented, over the years, information technology strategies combined with management systems This combination leads us to develop innovative processes and the management of these processes requires new information technology. This virtuous circle is the start of the implantation of the TQM system.

This vision of excellence implies the total satisfaction of library users and stakeholder's needs and expectations by means of the deployment of the concept of continuous improvement. This includes aspects such as service quality, the environment, health and safety at work as well as financial, technical or human resources and ethnic and cultural integration.

Although the nature of quality is subjective and depends on user expectations, it can be evaluated by means of different management excellence factors if they are chosen adequately. For this, the TQMS in UCAL is based on three management models: the EFQM Excellence Model to support strategic planning and the ISO 9000:2000 standards for the deployment of processes. Both of them are combined in a strategic vision that is measured and controlled by UCAL Balanced Score Card, as a part of University BSC.

In 2008, a process to adapt an innovation's framework for libraries was started recombining, integrating and redesign elements of BSC, ISO9000 and EFQM Model.

Keywords: EFQM Model, Quality, Excellence, University Libraries