



Multi-Faceted Measuring of the Quality as a Tool for Quality Improvement in the Kuopio University Library, Finland

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QQML 2009, sub theme 1. Management.






QM background

- From the beginning of the 1990's, different types of quality management and evaluation systems have become integrated into higher education institutes in Finland due to the creation of the European Higher Education Area (EHEA).
 - At the same time an overhaul of the higher education legislation and structures was instigated in Finland
 - More and better results are wanted from the universities
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Aims for quality control in Finland

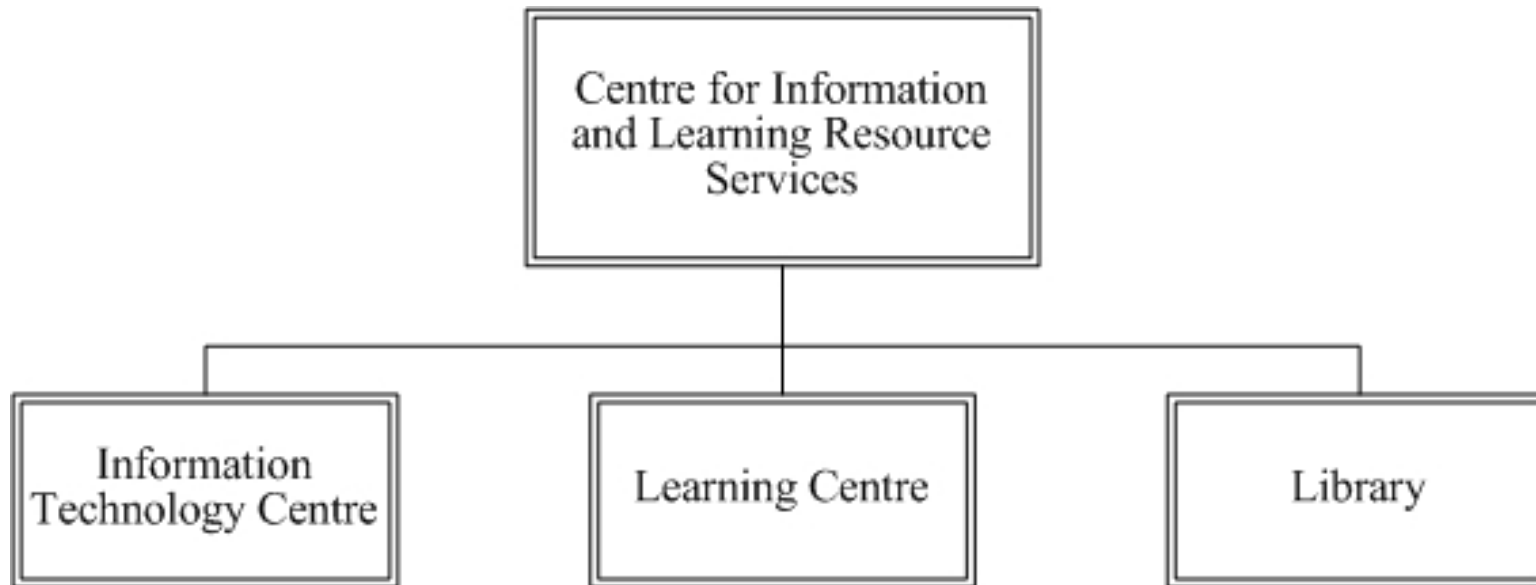
1. Universities and polytechnics will establish quality systems that will cover all of the processes undertaken within the institution.
 2. To meet the goals set in the Communiqué of the Conference of Ministers responsible for Higher Education in Berlin on 19 September 2003 (2003) in Finland, evaluations or auditing of the universities and polytechnics will be implemented.
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QM in the University of Kuopio


- In the year 2003, the University of Kuopio set a goal to adopt an ISO9001:2000 based quality management system in order to support the management and continual process of improvement throughout all University activities.
 - The goal was to pass the Higher Education Evaluation Council audit (objective achieved in 2006) and the acquisition of an international certification of the teaching quality management system (target achieved in 2006).
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Kuopio University Library






QM in the Kuopio University Library

- Documentation (quality manual, intra- and internet documentation)
 - Reorganizing ways of working (team-based organisation)
 - Management involvement
 - Evidence-based leadership
 - Service and customer oriented planning and production of library services
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Measuring the quality

- Collecting and analyzing statistical data
 - Monitoring user actions
 - Undertaking user surveys
 - Conducting user interviews
 - Gathering feedback from our services, especially IL teaching
 - Analysing ones own actions in a yearly self evaluation and self assessment of teams' and staffs' achievements
 - Collating knowledge from the outside world of the ideas to the library service improvement including benchmarking
 - Conducting systematic management reviews
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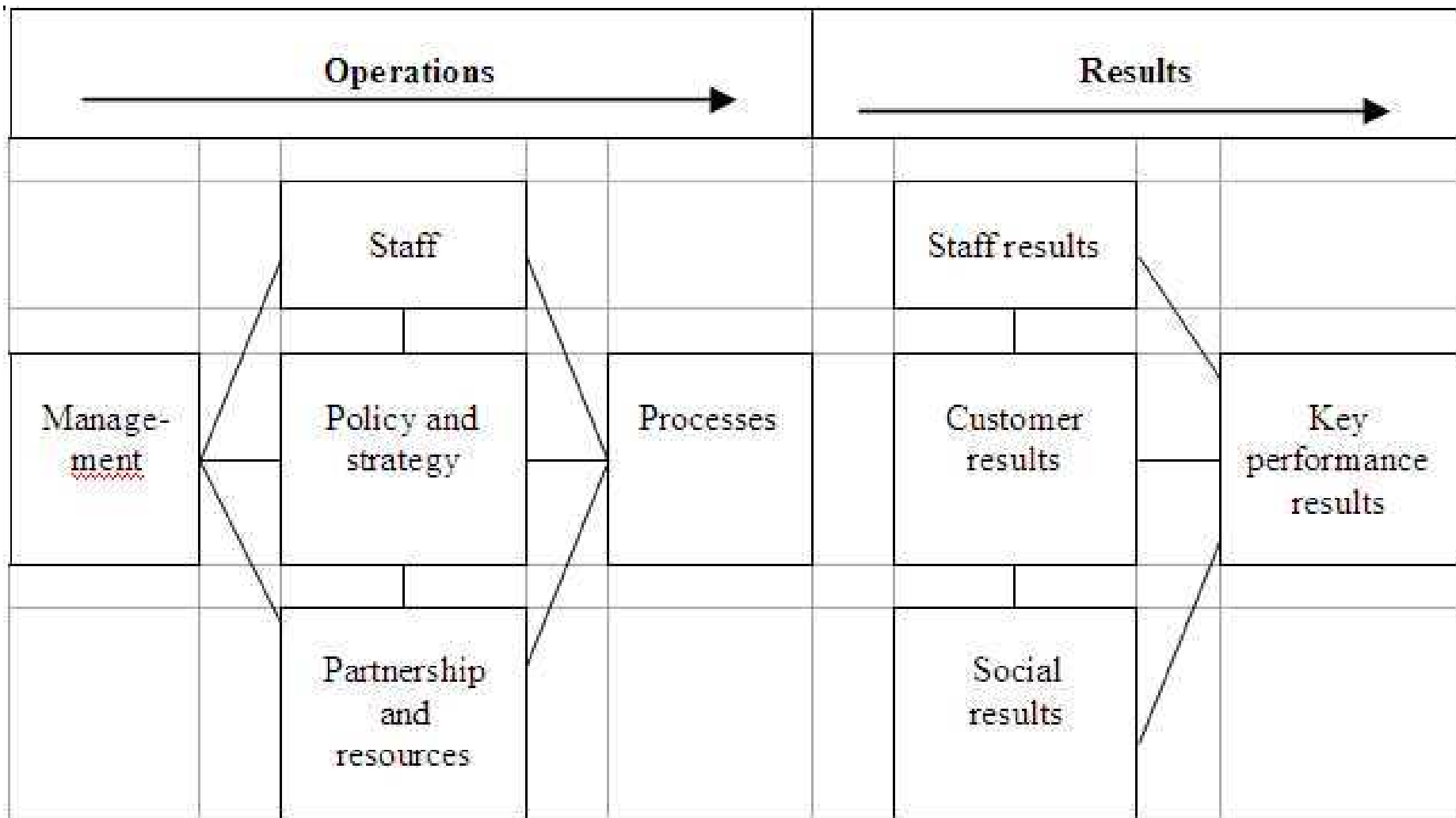


Figure 1. EFQM based facets for key figures

Conclusions

- At the staff level, there clearly can be seen a better motivation for the work as well as a desire to improve one's skills.
- At the management level, we have been able to move towards a more evidence based leadership that has evoked quite drastic changes in how we see our role and our services within our university.
- At the service providing level, we have been able to rethink and re-evaluate all our services as well as being able to implement a culture of continuous improvement.
- The QM-system clearly needs a well-designed and a functional system for gathering facts on which the management as well as other staff within the library can base their decisions.
- This data when analyzed appropriately and communicated in a compact manner also helps the library in its internal and external lobbying.



Thank you for your attention!

Questions, now please

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