



Procedure: MANAGE THE PROVISION OF SERVICES	PG 21
Responsible unit: TEACHING QUALITY AND PLANNING	
Approved by: Ramon Saladrigues Solé manager	
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HISTORY OF EDITIONS			
No. version	date Elaboration	date approval	Summary of reasons for change
1.0	April 2009	April 2009	Initial edition
2.0	June 2010	June 2010	Incorporation of evaluation results AQU Catalunya
2.1	October 2013	October 2013	Update procedures
3.0	March 2018	Electronics	Update procedure
3.1	April 2020	Electronics	Minor changes internal review

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1. OBJECT

The purpose of this procedure is to establish the action guidelines of the University of Lleida (UdL) to specify the needs of the services at the university, define and design the provision of new services, update the usual services, manage the provision of services appropriately, orienting this management to continuous improvement, and holding accountable the relevant bodies and the interest groups.

2. SCOPE OF APPLICATION

This procedure applies to the units that provide the services of the University of Lleida that do not have defined procedures of their own.

3. SCOPE OF DIFFUSION

This procedure must be brought to the attention of all those responsible for units of the University of Lleida..

4. RELATED PROCESSES

This procedure is part of the *Facilitating services to the university community (A4) process*.

5. RELATED MANAGEMENT SYSTEMS

This procedure is included in the scope of the UdL's Internal Quality Assurance System.

6. DEFINITIONS

Service1: Service offered by a company, a person, etc., which has value for the customer, is able to satisfy a need and is not presented in the form of a material good.

Service commitment2: Written document where organizations publicly inform users of the quality commitments established for the provision of each of the services, as well as of the rights and obligations that accompany them.

¹ Termcat. Terminology center of the Catalan language.

² Procedure: Prepare and manage service commitments at the UdL.

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training, and are therefore taken into account in the annual monitoring of qualifications (PG 03

Review and improve training programs).

6. Follow up. Collect accounts and publish the information

The competent one-person body carries out the follow-up, aimed at improving the provision of the service of its competence, and is accountable to the Governing Council or the Claustre, as appropriate, also makes the decisions in relation to the information it has to make public the provision of services of its competence, either through the publication of information on the university's website or by including the information in the academic record (means to publish information and be accountable to the society).

The management team of the center monitors the functioning of the provision of services at the center, with special attention to those that have an impact on the student body, and decides with relation to the actions aimed at improvement that can be carried out at the center or fa proposals to the competent body.

8.1.2. Services provided by contracted and/or external means

1. Define the objectives of the services

The Management and/or the body with competences in the matter define the relevance of the provision of the service through contracted means. The unit responsible for supervision of the service defines the conditions for the provision of the service, together with the team of management of the center and/or the campus administrator. For the redefinition of the provision of services take into account the improvement actions detected through the annual monitoring of the service or the training programs and the opinion expressed by the different interest groups. Any improvements that need to be implemented should also be taken into account.

2. Contract the service

Within the framework of the legislation in force, the Economy unit carries out the necessary procedures for the contracting of the service (Economy unit procedures *for the contracting of services*).

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3. Run the service

The contracted company executes the actions derived from the contract signed with the university

4. Review compliance

The unit responsible for the supervision of the service carries out follow-up actions so that the execution is agreed in accordance with the contracted conditions.

5. Analyze the results

The students give their opinion on the operation and adequacy of the provision of the campus services through the student opinion survey.

The administration and services staff and the teaching and research staff express their opinion on the provision of services and their operation through the administrator of campus

The Community Services unit and campus administrators/res analyze the information and available results: satisfaction surveys, user fees, comments

receipts in open mail (procedure PG 10 *Manage complaints and suggestions*), analysis of incidents and/or deviations in the centers, etc.

Improvement proposals emerge from this analysis.

The student satisfaction survey or the complaints or suggestions collected through the open mail are tools that are made available to the coordination of the program

training, and are therefore taken into account in the annual monitoring of qualifications (PG 03

Review and improve training programs). Monitoring includes resource assessment and services

6. Follow up

The Community Services unit, the center management team and the administrators/res of campuses review the evolution of the provision of the service and inform the one-person body with competences in the matter so that the necessary actions can be initiated.



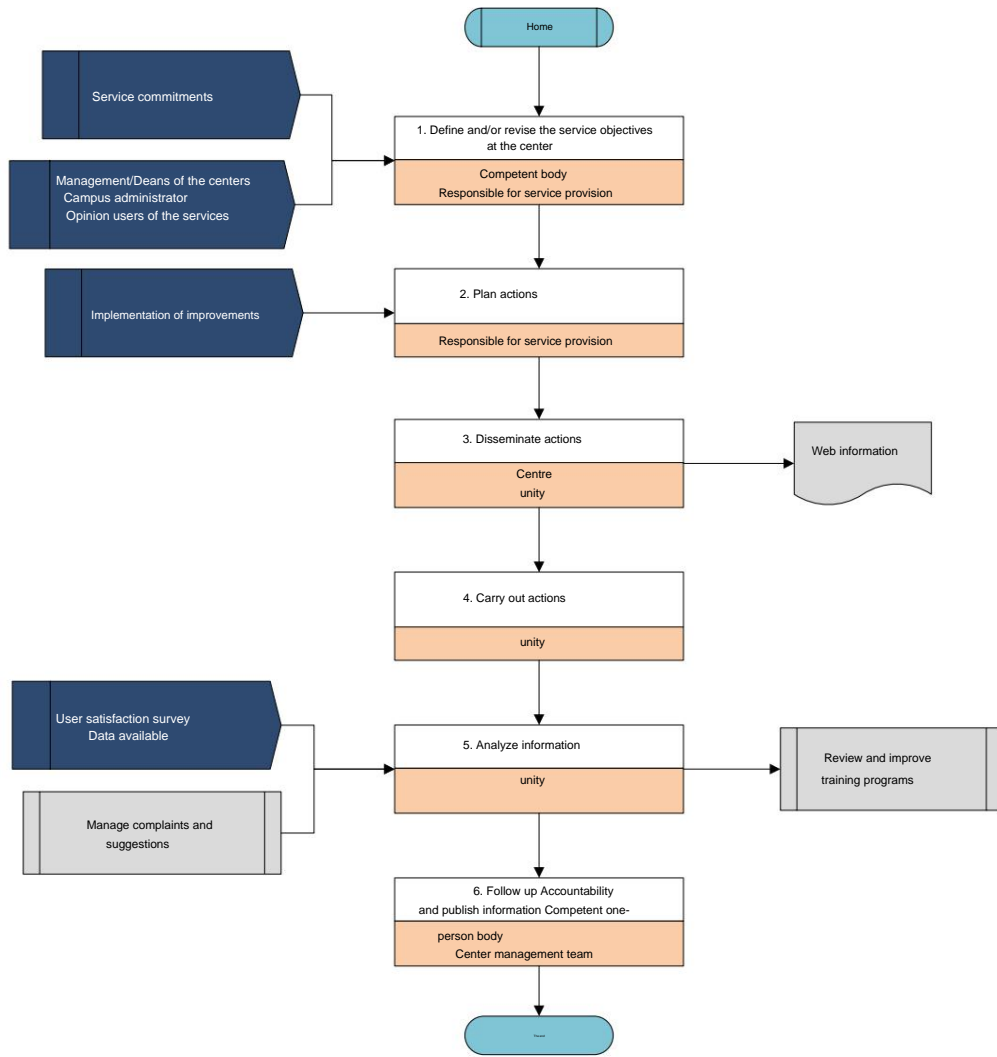
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8.2. ACTIVITY FLOW

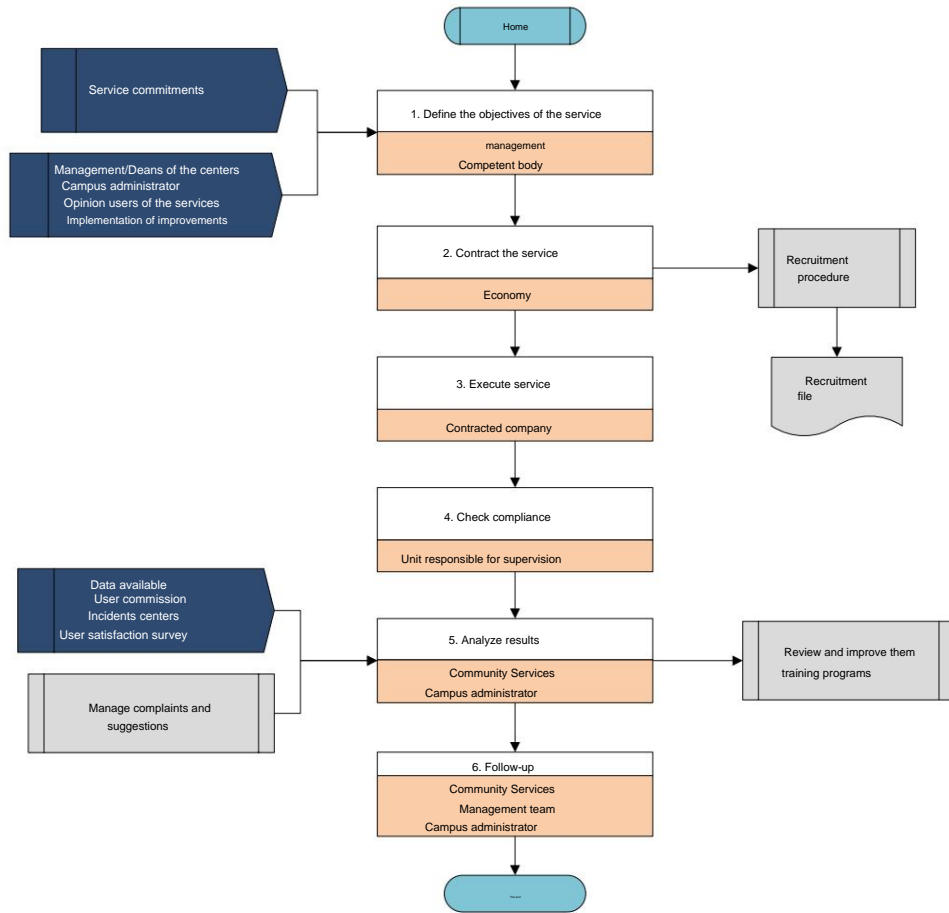
OWN SERVICES



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CONTRACTED AND/OR EXTERNAL SERVICES



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8.3. RESPONSIBILITIES

Center management team: It is responsible for making decisions in the center and the monitoring the activity of the services at the center.

Competent single-person bodies: The UdL's own services are under the dependency organic of the single-person bodies of general scope (vice-rectorates, Management and Secretariat General), to whom they must be accountable and who are in charge of monitoring the services under their jurisdiction.

Management: The Economy unit and the Community Services unit are under its responsibility organic and, therefore, they must hold him accountable. Management must carry out its monitoring.

Community Services: Responsible for the planning, control and adoption of measures for the proper functioning of community services: cleaning, insurance, surveillance, cafeterias, gardening, waste management, etc.

Economy (Contracting and Purchasing Section): Manages the procedures related to contracts for works, supplies and services regulated by Law 9/2017, on contracts of the public sector, and the management of centralized purchases of the UdL.

Units responsible for the provision of services: These are the units of the UdL that are in charge of the planning and execution of the services provided with own means.

Units responsible for the supervision of services: They are the units of the UdL that are responsible for the planning and supervision of the services provided by contracted means and/or external

Campus administrator: He is in charge of coordinating spaces and material resources and common campus services.

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