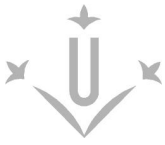


Procedure: MANAGE THE PROVISION OF SERVICES	PG 21
Responsible unit: TEACHING QUALITY AND PLANNING	
Approved by: Ramon Saladrigues Solé Manager	
Location: https://cv.udl.cat/portal/site/uop Printed copies are not guaranteed to be valid	

HISTORY OF EDITIONS			
No. versio n	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



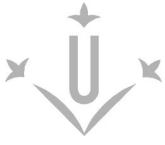
INDEX

1. OBJECT	3
2. SCOPE OF APPLICATION.....	3
3. SCOPE OF DIFFUSION.....	3
4. RELATED PROCESSES	3
5. RELATED MANAGEMENT SYSTEMS	3
6. DEFINITIONS	3
7. REFERENCES/ REGULATIONS	4
8. OPERATIONAL CONTENT	4
8.1. DESCRIPTION OF THE ACTIVITY	4
8.2. ACTIVITY FLOW	8
8.3. RESPONSIBILITIES	10
9. PARTICIPATION OF INTEREST GROUPS.....	11
10. RECORDS AND ARCHIVES	11

PREPARATION / REVIEW

Ramon Saladrigues Solé. Manager

Olga Esteve Miret. Center Quality Manager (QPD)



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 the relevant bodies and interest groups accountable.

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 unit managers at 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.

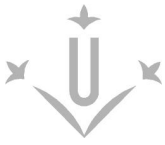
6. DEFINITIONS

Service¹: Benefit offered by a company, a person, etc., which has value for the customer, is likely 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 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.



7. REFERENCES/ REGULATIONS

- [Law 9/2017](#), of November 8, of public sector contracts.
- [Regulations for the management of spaces](#). Approved by agreement no. 133/2005 of the Governing Council of September 23, 2005 and modified by agreement no. 83/2008 of the Governing Council of May 27, 2008.
- [Basis for execution of the UdL's annual budget](#).
- [Service commitments of the UdL. Electronic headquarters](#).

8. OPERATIONAL CONTENT

8.1. DESCRIPTION OF THE ACTIVITY

The UdL organizes the provision of the necessary services for the fulfilment of its purposes, oriented towards the following functions: support for teaching, research and transfer of knowledge, attention to the university community and provision of cultural and sports services and promotion of solidarity and the culture of peace.³

It is the responsibility of the Governing Council to approve the creation and deletion of the organizational units that provide university services.

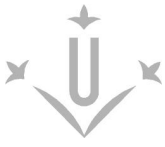
The services offered by the university, identified as relevant, have been defined in the form of Service Commitments and are made available to users on the UdL's electronic website, in order to improve the provision of the service and facilitate its access.

8.1.1. Services provided with own means

1. Define and/or review the services

The one-person body with competences in the matter and the person responsible for the provision of the service define and/or revise the annual objectives of the service. The center's management team and/or the campus administrator are consulted about services at the center or campus. For the redefinition of the objectives, the improvement actions detected through the monitoring and the opinion expressed by the different interest groups

³Title Seven Articles 164 and 165 of the Statutes of the UdL.



are considered.

2. Actions are defined and planned

The units responsible for the provision of the service plan the actions/performances of the units. This planning must include the implementation of the improvements detected in the annual monitoring of the provision of the service or training programs and consistent with the objectives.

3. Disseminate the services

The responsible units, and the centers, through the website, disseminate the actions carried out in the provision of the service.

4. Execute the actions/performances

The units provide services in accordance with what they have established in their service commitments and with planned actions.

5. Analyse the information

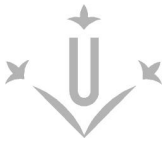
The student body gives its opinion on the operation and adequacy of the provision of the campus service through the student opinion survey and other specific surveys.

The administration and services staff and the teaching and research staff express their opinion on the provision of the service and its operation through the campus administrator. The responsible unit analyses the information and results it has: user satisfaction surveys, comments received through open mail (procedure PG 10 Manage complaints and *suggestions*), user fees and other available data, and reports the results to the one-person body with powers on the matter.

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 training program, and are therefore taken into account in the annual monitoring of the degrees (PG 03 Review and improve training programs).

6. Follow up. Collect accounts and publish the information

The competent single-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 Senate, as appropriate, also makes decisions in relation to the information that it must make public the provision of services within its competence, either through the publication of information on the university's website or through the inclusion of information in the academic record (means for publishing information and withdrawing accounts before society).

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

8.1.2. Services provided by contracted and/or external means

1. Define the objectives of the services

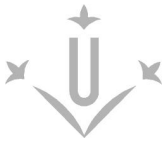
The Management and/or the body with competences in the matter define the relevance of the provision of the service through contracted means. The unit responsible for the supervision of the service defines the conditions for the provision of the service, together with the management team of the center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

2. Contract the service

Within the framework of current legislation, the Economics unit carries out the necessary procedures for the contracting of the service (Economy unit procedures for the contracting of services).

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 the follow-up actions so that the execution is agreed in accordance with the contracted conditions.

5. Analyse the results

The student body gives its opinion on the operation and adequacy of the provision of campus services through the student opinion survey.

Administration and service staff and teaching and research staff express their opinion on the provision of services and their operation through the campus administrator.

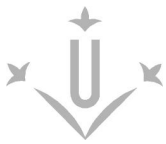
The Community Services unit and campus administrators/res analyse available information and results: satisfaction surveys, user fees, comments received in open mail (procedure PG 10 Handling complaints and *suggestions*), analysis of incidences and/or deviations in the centers, etc.

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 training program, and are therefore taken into account in the annual monitoring of the degrees (PG 03 Review and improve training programs). Monitoring includes the assessment of resources and services.

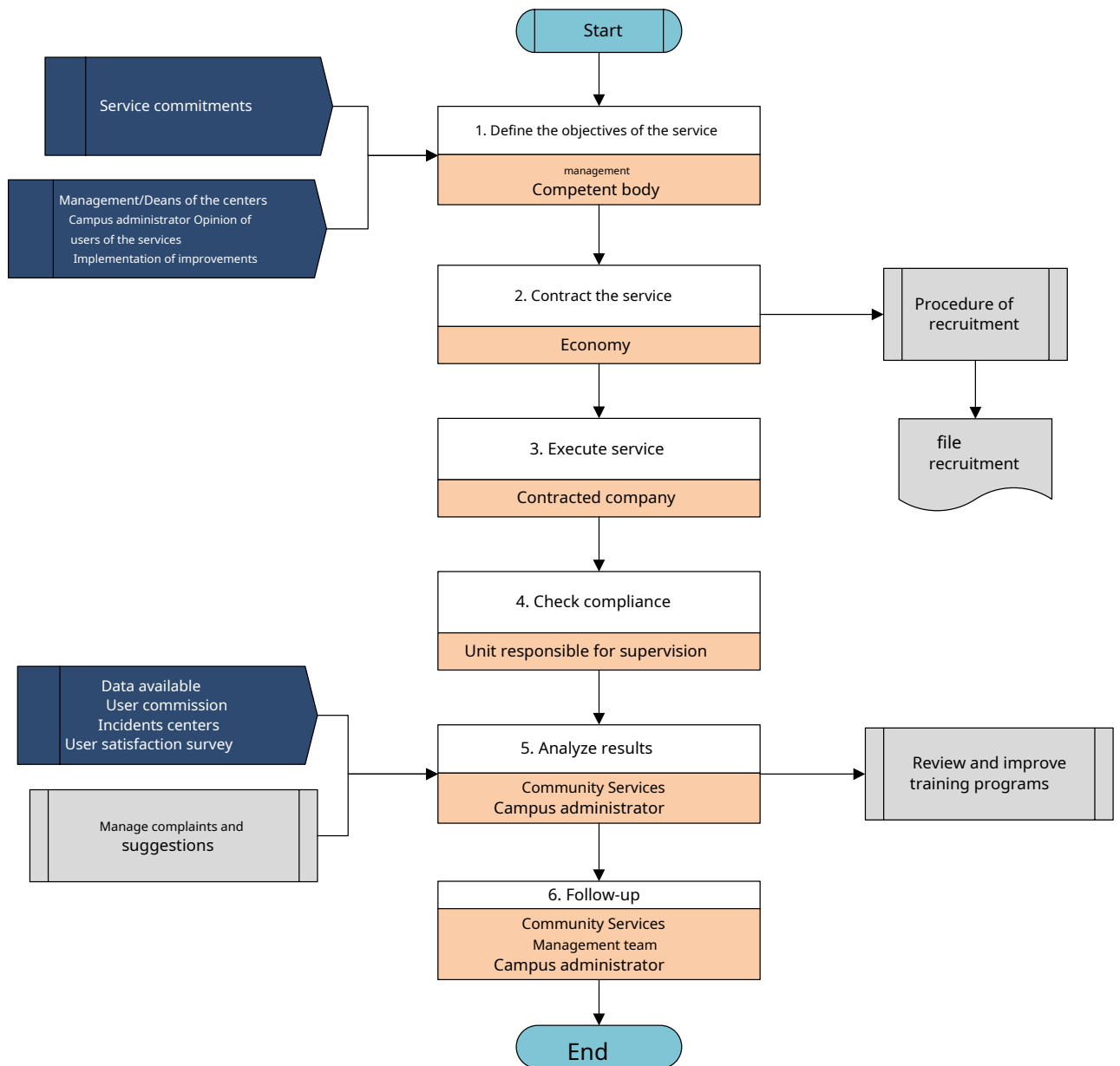
6. Follow up

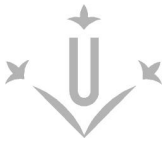
The Community Services unit, the management team of the center and the administrators/res of the campus review the evolution of the provision of the service and inform the one-person body with competences in the matter so that the necessary actions can be initiated.



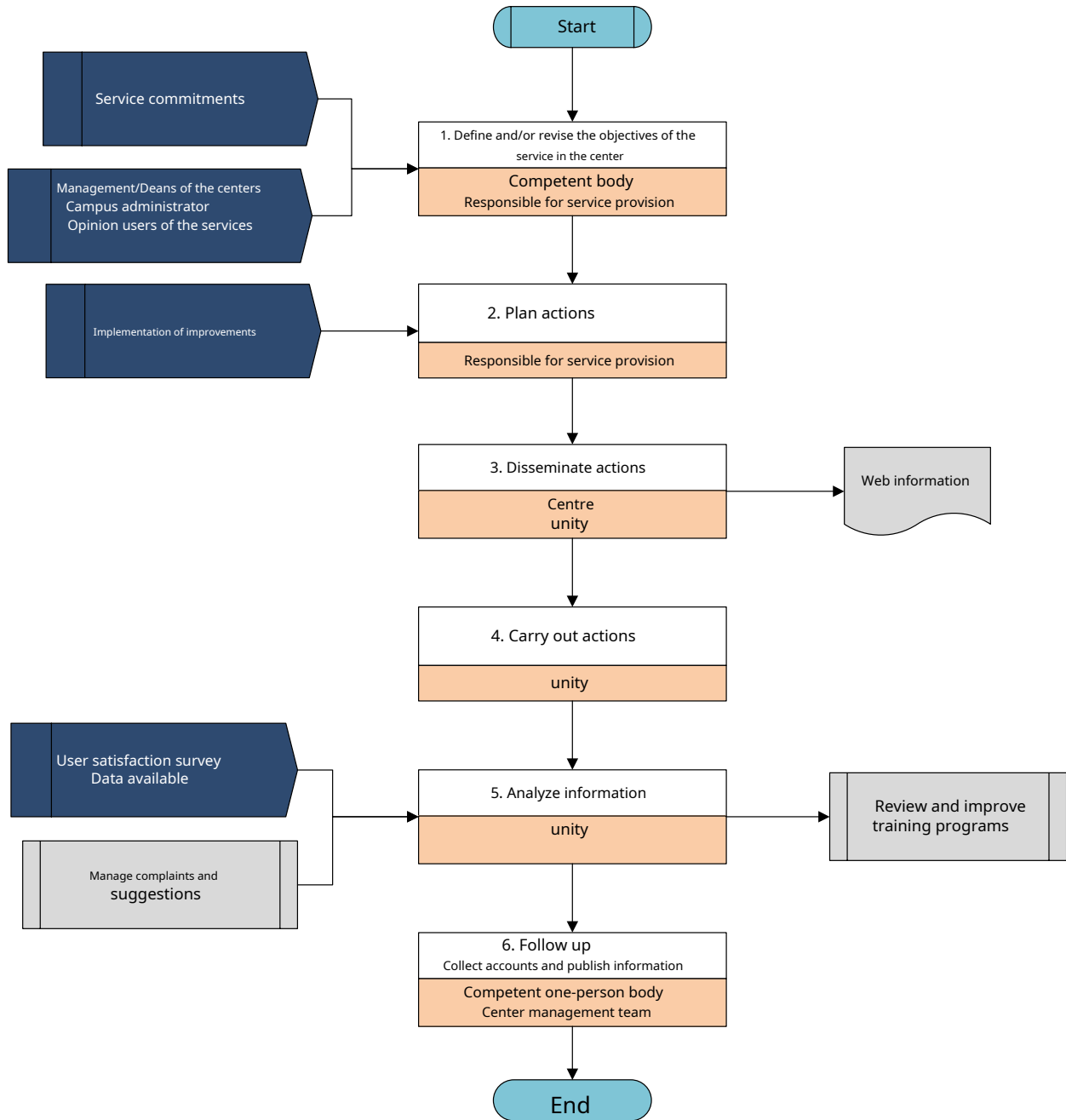
8.2. ACTIVITY FLOW

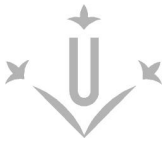
CONTRACTED AND/OR EXTERNAL SERVICES





OWN SERVICES





8.3. RESPONSIBILITIES

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

Competent single bodies: The UdL's own services are under the organic dependence of the single-person bodies of general scope (vice-rectorates, Management and General Secretariat), 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 his organic dependence and, therefore, must be accountable to him. Management must carry out its monitoring.

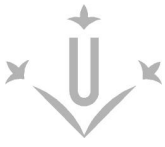
Community Services: It is responsible for the planning, control and adoption of measures for the correct operation of community services: cleaning, insurance, surveillance, cafes, gardening, waste management, etc.

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

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

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

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



9. PARTICIPATION OF INTEREST GROUPS

Students (users) provide their opinion on the university's services through the student opinion survey on the teaching received. The use of open mail also allows the student body to make the observations it deems appropriate and anonymously, on the functioning and suitability of the services.

Faculty and administrative and service staff (PAS) express their opinion through the campus administrator.

Also, the questionnaires that collect the opinion of the teaching staff and the PAS who participate in training courses, and therefore the opinion as users of resources and services of the university, include assessment of organization, adequacy of resources and/or adequacy of spaces

In addition, the creation and deletion of university services is the responsibility of the Governing Council, in which there is representation of teaching staff, students and administration and service staff.

The decision-making and performance of accounts corresponds to the Vice-Rectorate competent in the matter or to the Management. Every year, the UdL publishes a guide to the services it offers to the university community and society in general. It is also accountable through the information it makes public in the annual academic report, accessible from the [Web page](#) of the General Secretary of the University.

10. RECORDS AND ARCHIVES

Document	Responsible/ Custodian
Web page	Service/Center
Recruitment records	Economics (Purchasing and Purchasing Section)