

AQU Catalunya Quality Policy

The Board of Directors wishes to express its total commitment to the quality of the activities and the operation of AQU Catalunya, an organisation that stands at the service of society.

The Board of Directors considers that, given the nature of the activities that AQU Catalunya unfolds, the quality of its activities is an essential value for assuring the credibility of this organisation and the trust that is lent to it by the universities, the Administration, other agencies and society in general. The implementation of quality is a strategic decision that shall allow the continuous improvement of AQU Catalunya's activities and their adaptation to the changes in which the Catalan university system is involved.

The Board of Directors states its commitment to AQU Catalunya's compliance with the rules of law and the requirements that may be established to foster the convergence of the Catalan university system with the European Area of Higher Education.

The commitments to quality that are upheld by the Board of Directors are concretised in:

- The principles established in the Code of Ethics, which determine the conduct of the persons who work at or act in the name of the organisation.
- The external assessment of AQU Catalunya, in accordance with the European method, in order to align the organisation with the building of the new European Area of Higher Education.
- The internal quality management system, based on the international standard for quality management ISO 9001:2000, which describes the operation and management of the quality of the activities unfolded by AQU Catalunya.

The Board of Directors undertakes to assure that these actions will be harmonious with the changing context and that they will be based on cooperation and coordination with other organisations that have the same purpose.

The Board of Directors entrusts the Management of AQU Catalunya with the task of assuring compliance with the requirements and the continuous improvement of the efficiency of the quality management system. The commitment to quality comprises all the staff of AQU Catalunya and all the persons who act in its name. AQU Catalunya shall have sufficient tangible and intangible resources to comply with these requirements.

The Board of Directors considers that this statement provides a frame of reference for the establishment and review of the quality objectives, with respect both to actions and to

persons. These objects shall be set by the Management within a framework of compliance with the principles mentioned here.

Lastly, it is the will of this Board of Directors that this quality policy statement shall be communicated expressly to the entire organisation and to all the persons who may act in the name of the organisation, and that it shall be disseminated by means of all the instruments that the Management AQU Catalunya considers appropriate in order to assure its most widespread knowledge.

It is the will of the Board of Directors that the quality policy of AQU Catalunya shall be reviewed regularly in order to maintain its continuous adaptation to the changing needs.

1 December 2005