IATUL SIG-LOQUM Group

Reiner Kallenborn

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ISO 9001:2008

2011 Audit
Technische Universität München Library

performed by
TÜV SÜD
TUM Library Quality Management Framework

- QM beginnings 2000 as part of a major restructuring
- ISO 9001 certification since 2007
- Annual external audit

- Quality management officer
- Quality management enhancement team
2010 Audit Report

Potential for Improvement

• Introduction of electronic signature for internal documents
• Introduction of leadership training
• Inclusion of analysis, risk factors and evaluation into the annual management review
• Computer based further structuring of know-how maintenance
• Internships and job rotation
• Supplementary qualification for staff responsible for training
• De-escalation hand-outs for student workers
2010 Audit Report

Potential for Improvement

• Formal processing of recommendations for safety at work
• In case of wrong ILL-orders: suggest correct reference
• “Mystery-Audit“ at information/issue desks
• Target time settings for ILL
• Development of further performance indicators
• Refinement of fault management
• Optimisation of existing project management tools
Positive Feedback

• The newly established “Staff Blog” is an effective means of activating internal communication
• The auditors commended the high level of employees’ participation in library development
• The auditors commended the courses for internal auditors initiative
• The auditors commended the library initiative to introduce formal procedures for project management
• The auditors commended the introduction of structured processes for innovation management
Potential for Improvement

• Observe that misunderstandings may arise with the “staff blog”: employees could confuse blog posts with official instructions from their superiors

• Introduce formal acceptance criteria for project proposals

• There is no schedule tracking option with the “trouble ticket” system OTRS used in the library. Introduction of a set point value might be helpful

• Financial thresholds for decision-making in material procurement could shorten processes

• Intensify validation processes during project duration
Potential for Improvement

• Intensify validation of information literacy courses/events
• Expand the electronic “Forum of Ideas“ blog into a complete innovation management system
Let's continue improving efficiency and transparency!