IATUL SIG-LOQUM Group

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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
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!