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***The quality management experience at Technische Universität München***

In German libraries quality management initiatives are in its infancy. The library of Technische Universität München is the first university library having introduced the ISO 9001 quality standards. Due to an extensive reorganisation the library acquired the ISO 9001:2000 certificate in 2007. With the enthusiasm of the library administration and the engagement of a quality management officer, the idea of quality management is now a vital basis to the library work. Tasks which earlier did not seem to fit in the library routines are now being discussed on a regular basis.

The presentation discusses the applicability of the ISO 9001 to academic libraries. It explains the requirements of quality management standards according to ISO 9001. These standards include the identification of the customer's needs and expectations, the development of a quality policy and manuals, the description of key processes and regular auditing which altogether results in continual improvement of the quality management system and thus of library services and the library itself.

Further the presentation provides an insight into the realisation of a living quality management system at the library of Technische Universität München. Going back to the beginning of the restructuring process, the presentation follows the steps taken in order to fulfil the requirements of the ISO 9001 quality standards.

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*With a university degree in law, Carolin Becker joined the library of Technische Universität München in summer 2007. She works as the library 's quality management officer and is subject librarian for economics.*