

The Quality Management

Experience at

Technische Universität München



30th Annual IATUL Conference
Just for You: Quality through Innovation
Leuven, Belgium

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Technische Universität München

- Founded in 1868
- 23.000 Students
- The only Bavarian university of technology



The Early Years

- Decentralised and individual processes with little coordination
- Numerous individual competencies (head librarians in every branch library, separate departments for acquisition, decentralised acquisition)
- Little identification with the University Library
- Lending terms varying from branch library to branch library



The notion of quality in libraries

Depends on the point of view

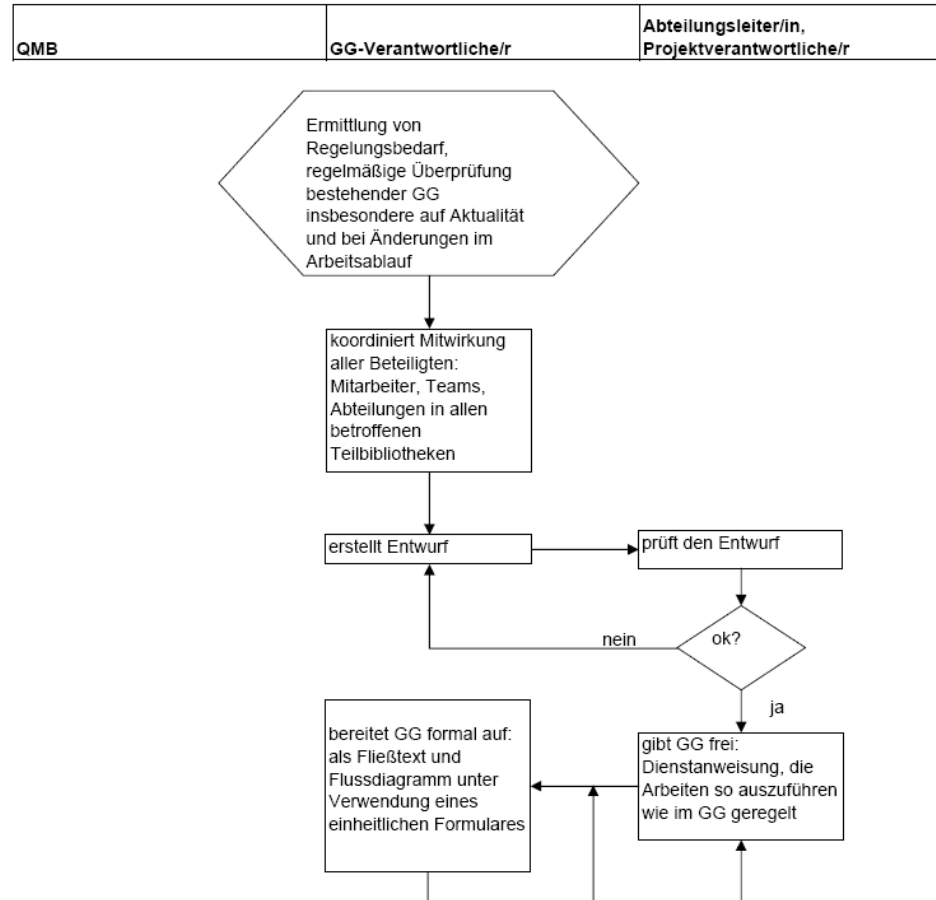
- Library users:
wide range of books, extensive opening hours, unlimited access to digital resources
- University Management :
cost-efficiency, special terms of usage for academic staff
- Library staff:
flexible working hours, flat hierarchies, pleasant working atmosphere



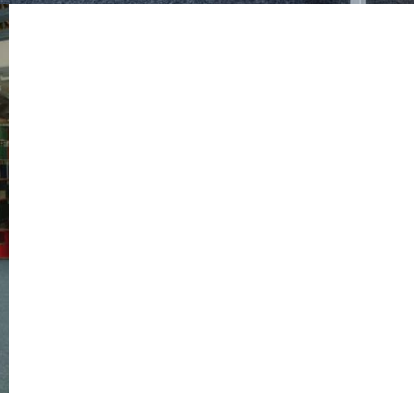
Restructuring of the Library

- Introducing team structures
- Creating and evaluating library regulations
- Committing to a mission statement
- Developing a strategic plan
http://www.ub.tum.de/bibliothek/profil/Library_Strategic_Plan_2010.pdf
- Describing and unifying processes
- Extending in-house training
- Establishing an employee newspaper

Results of the Restructuring Process (1)



Results of the Restructuring Process (2)



ISO 9001:2008

- Standards for quality management systems
 - Identification, description and monitoring of processes
 - Regularly reviewing individual processes and the quality system itself for effectiveness
- => Continual improvement

What Was Left to Do

- Maintaining a quality manual containing measurable quality objectives
- Establishing and documenting working procedures covering all key processes
- Monitoring processes to ensure their effectiveness
- Creating systems to communicate with library users
- Facilitating continual improvement

The University Library's Quality Management Breakthrough

ISO 9001 Compliance
Certification Ceremony at the
Branch Library Main Campus in
Munich in April 2007



Certification

The quality management system is consistent with the requirements of the ISO 9001. The organisation respects its own policy and objectives.

Meaning:

„What you see is what you get [but it is not necessarily good].“



Our Experiences and Advices

Introducing a quality management system requires the courage and persistence to

- look inside your own organisation
- question your structures
- convince your employees
- change

We (still) think: it's worth it!



Thank you for your attention!

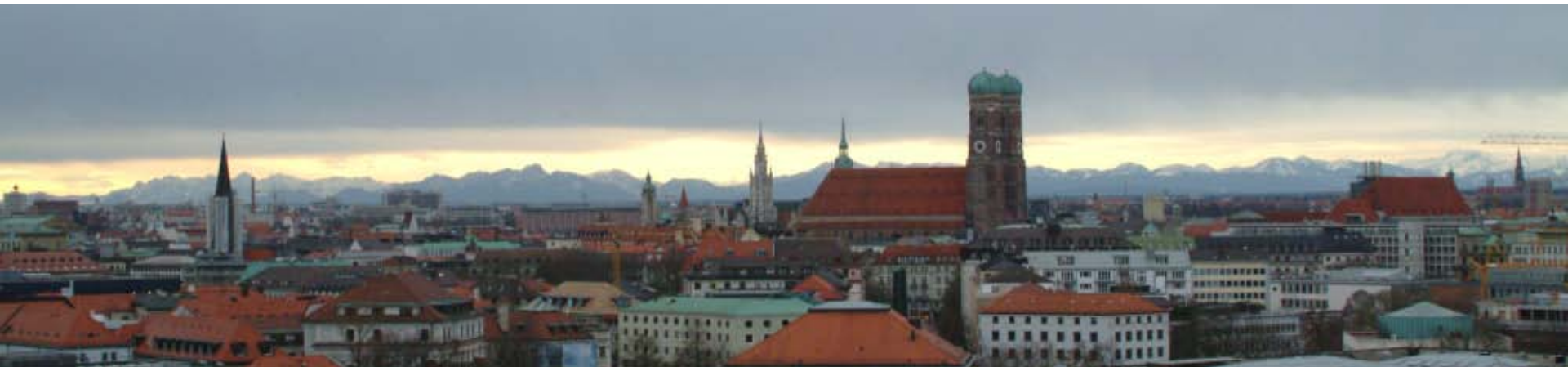


Foto: Albert Scharger

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