UNIVERSITAT ROVIRA i VIRGILI
Servei de Recursos Científics i Tècnics

The Scientific and Technical Resources Service (SRCiT) promotes the adoption of a quality management system as a central pillar of any strategic decision that may affect the groups we serve, these being researchers, research group personnel, the URV's Governing Council, companies, institutions and society in general. Such a system should be based on processes and comply with the international regulation ISO 9001:2015, whilst also keeping in line with the quality policy of the URV.

Part of the SRCiT's commitment is to promote the training and participation of all of its technical staff, given that they are the essence of the organization and that their full involvement will strengthen their personal skills and benefit the organization.

MISSION

The SRCiT's mission is to offer advice on the use of the high-level scientific equipment with wich it is endowed, to keep it in correct operation and to collaborate in the experimental and methodological design of the experiments and analysis so that its skateholders obtain the best competitive position in the different areas of action, in line with the URV's missions with its quality objectives. In addition, it brings an improvement in our social impact, respecting the environment.

VISION

The SRCiT's vision is to become a support base for the research, development and innovation activities (R+D+I) that provide international projection and visibility for the URV's research groups and for those involved in R+D+I in the socioeconomic environtment of the URV.

VALUES

The values aligned with this policy and promoted by the Management are:

• **A user-oriented service**: listening to users at all times and providing high-quality services.

• **Continual improvement**: establishing a culture of total quality throughout the organization.

• **Efficiency**: providing an efficient service to the groups served by the SRCiT.

• **Commitment**: working responsibly as a team and with the quality policy always in mind.

• **Flexibility:** responding quickly to the opportunities and demands that present themselves.

• **Safety:** ensuring the safety of everyone who uses the SRCiT's facilities.

The SCRiT's management is committed to serving the needs of its users and, on the basis of its analysis of the context, environment, risks and opportunities, has established a quality management system (QMS) through which it will:

✓ Provide the services required by its users whilst taking into account the possibility for growth and the changing needs of the fields of science and technology and the URV's research strategy.

✓ Guarantee that the SCRiT will seek to prevent or minimize any possible environmental impact resulting from its activities by basing its actions on criteria of sustainability, reliability and efficiency and evaluating and monitoring its compliance with the URV's Environment Plan.

✓ Optimize the management of resources by reducing costs and maximizing efficiency. Try to reduce costs resulting from non-quality.

✓ Provide a quality management framework that benefits the whole university community.

✓ Provide the technical, material and human resources needed so that it can offer each of its services to the user in the most agile, comfortable and sustainable manner possible and improve its competitive position in its ambit of action.

✓ Commit to fulfilling the legal and regulatory requirements applicable to the organisation.

✓ Establish a process for continually improving the service and thus meet the objectives specified in the QMS.

✓ Involve, motivate, train and engage its staff in order to encourage them to participate in the management, development and application of the QMS.

✓ Maintain confidentiality of all information exchanged during the provision of services.

✓ Work in conjunction with other entities to give a coordinated response to the needs that may present themselves.

In this manner, the actions included in the quality policy of the SRCiT strengthen and facilitate adaptive change, continual improvement and innovation in its processes and services in order to achieve the same level of quality as that specified in the university's quality policy.

For this reason, the SRCiT management ensures that all its staff are aware of its quality policy and commits to facilitating the means needed to complying with the Quality Manual of the SRCiT and with any revisions or additional documents that may derive from it.

Head of Service

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