

The quality certification of the administrative procedures of the Department of Management with particular regard to research activities.

TEAM COMPOSITION: Human Resources Management Area, Financial Resources Management Area, Assets Area, Technical Management Area.

TEAM LEADERS: Dr. Maria Carmela Lentini (Financial Resources Management Area Manager).

TEAM MEMBERS: Eng. Giancarlo Salomone (Director of the Department of Management and Technical Management Area), Dr. Donato Madaro (Director of the Human Resources Management Area), Dr. Filippo Tragni (Director of the Financial Resources Management and ad interim Asset Management Area).

KEY PUBLICATIONS:

- Int. Journal Biological Markers (Vol 17, n.3/2002, pp.201-214): Quality Control for biomarkers in oncology, the experience of INQAT-Paradiso, Volpe, et al.
- Abstract 4° Conference Aiom 2002: Quality Control in the Oncology Laboratory, the experience of INQAT -Paradiso, Volpe et al.

WORK PROGRAMME:

Observing quality standards and coding entire administrative processes aims to increase the effectiveness and efficiency of internal processes as well as increase the level of satisfaction of internal and external "users".

The quality and standardization of research-related processes such as the acquisition of goods and services, the recruitment of personnel, the purchase, management and maintenance of equipment is of particular importance.

The project will consist of various phases, initially relating to the assessment of the context and of the interested parties, with the involvement and support of the staff of the research laboratories. Internal procedures manuals are prepared to be drawn up using external experts, in order to be able to standardize them according to the principles of quality certification and then make them accessible to internal users. In the last phase, specific indicators will be proposed to measure the levels of effectiveness of the services provided, directing the staff towards an autonomous control of the processes. The adoption of quality certification models will have, as an expected result in the organization, an implementation of the culture of decisions based on facts and measures, a search for quality which is based on valid methodological assumptions and which will lead the organization to rethink itself function of the objective of satisfying internal and external customers / users.