

## Title

QUALITY MANAGEMENT SYSTEM IN A HEALTH LIBRARY: CUSTOMER SERVICE CHARTER

## Presentation Preference

Poster

## Section

Library of management

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## Abstract

Introduction:

The purpose of this poster is to describe the main features of a health library's quality management system, focusing especially on the customer service charter.

At present, libraries have to adapt to changes produced in their context; for instance: being competitive, supplying services and products that comply with customer expectations, sustaining and increasing customers and generating confidence while managing resources efficiently.

A service charter is a document setting out the level of services that an organization offers to its customers and their level of quality, commitment to customers and mechanisms at their disposal to make suggestions or complaints.

Methods:

Adopting a case-study approach enables us to show how to design a useful customer service charter to improve library services.

The elaboration of a customer service charter needs the fulfillment of a series of conditions guaranteeing its viability: involvement of managers in the project, will of the team to work for quality management, will to improve service, necessary human resources and time availability.

According to the methodological model adopted, the following phases have been established: definition of supply of services, analysis of the demand and expectations, evaluation of current management, definition of commitments

associated with the supply of services, draft of the service charter and design of control measures (service quality indicators).

**Results:**

A view on a consolidated library's quality management system is presented in the service charter.

**Conclusions:**

The implantation of a quality management system in the library has been a bet for the future. Quality improvement is an ongoing process that must be brought step by step. During the process of implantation of the quality system, the library has been working for quality management, analyzing and recording processes to implant a user-oriented quality system and evaluation, and making corrections. The customer service charter is one more step towards the implantation of a quality management system in the library, as a result of the quality working group composed of the library staff.