



 Universitat Europea VALENCIA	PROCEDURES MANUAL	EDITION 06
	PC 10.1 MANAGEMENT OF RESOURCES AND SERVICES	

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1. OBJECT

The purpose of this procedure is to define the activities carried out by the Universidad Europea de Valencia (hereinafter, the University) in the subject of planning, acquisition, operation, maintenance, revision and improvement of material resources and infrastructures, as well as decision-making in the subject of the environment and contracting of services that the University considers necessary to adapt to the needs of the teaching and learning process, and to establish the channels of communication of the results to the different interest groups.

2. SCOPE

This procedure covers the facilities and equipment, scientific, technical, welfare artistic material used by the University for the qualifications it offers and for which it is responsible.

3. REFERENCES


- Guidelines for the elaboration of Bachelor's and Master's Degrees established by the Ministry of Education, Culture and Sport.
- Criteria and Guidelines for Quality Assurance in the EHEA.
- Organic Law 2/2023 of 22 March on the University System.
- Contracts and agreements associated with the management of the University's material resources and infrastructures.

4. DEVELOPMENT OF THE PROCESS

Core to the provision of quality training is the management of resources and services.

For this reason, this procedure describes the coordination of all the actions that the University carries out in order to correctly use the facilities and equipment at its disposal (its own and those of its partners/contractors), as well as contracting the services necessary for the performance of the University's own tasks.

The management of the University's resources and services is the responsibility of the Operations Department and the Purchasing Department, in collaboration with the rest of the University's stakeholders.

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This management includes:

- **Resource**: according to the information obtained from the different groups involved, on design, provisioning and maintenance needs of the facilities and equipment and decision making accordingly.
- **Procurement of resources** and infrastructure planning and facility: setting the necessary guidelines for requesting and procuring new resources, as well as the verification their suitability against the requirements requested.
- **Maintenance and modification of infrastructure**: establishing the mechanisms that ensure that material resources are reviewed and maintained in optimal condition to carry out their functions.
- **Resource incident management**: the way in which incidents that may arise during the operation of the University's resources are managed.
- **Non-ordinary management of spaces**: The systematic approach to requests for the use of unplanned spaces.
- **Supplier Assessment**: The methodology used to ensure that the University's suppliers meet the necessary guarantees to provide products in accordance with the requirements specified to them.
- **Subcontracting and service provision**: Systematisation for outsourcing and service provision.

In the interests of continuous improvement, information is obtained on the suitability of the material resources for the teaching and learning process, through the satisfaction surveys carried out with stakeholders as described in PC 11.1 Stakeholder satisfaction. This information is analysed to detect possible improvements that will be implemented to adapt the management of the University's resources and services to the needs of students and users.

4.1 Resource planning


Annually, the University plans its resources in to ensure that they are sufficient to provide a satisfactory training offer in all its fields of application. Each Department (Teaching or Non-Teaching) assesses its investment needs and determines what resources it considers necessary. The Heads of Centre, Field, Heads of Department and/or the Master's Directors decide whether they are included in the budget proposal.

Each department provides its costed proposal to the Department of Administration and Finance who reviews whether the proposal is appropriate to the needs of the department and includes it in the overall budget.

The final budget proposal is prepared in the Administration and Finance Department and submitted to the Management Board for final approval.

The Operations Department identifies the services that the University will require, the objectives of these services, including the actions, responsibilities, deadlines and resources needed to achieve them.

The final budget approved by the Management Board is forwarded to the Department of Administration and Finance so that it can adjust the proposals of the departments and inform them of the final resource budget allocated to each department.

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After the budget is approved, an action plan is defined.

Each Department shall be responsible for the procurement of its resources or contracting of services from its approved budget line.

4.2 Acquisition of resources

The University's Activity generates a significant volume of purchases from companies that provide goods or services, which requires a coordinated and efficient management that takes into account the aggregate purchasing capacity.

These circumstances, together with the considerable importance that the University attaches to the actions of our suppliers in subjects related to ethics and Corporate Social responsibility, justify the need to define a policy and a process for the processing of purchases and the identification, accreditation and regular Assessment of our suppliers.

The University has a Purchasing Policy which governs the purchasing procedure and whose ultimate aim is:

- Improving the quality of products and services purchased; and optimising our resources.
- To offer full transparency in our procurement process.

This policy allows:


- Ensure that the University has the optimum quality and price levels achieved in transparent procurement processes.
- Create a register of suppliers to provide a solid information base for any supplier selection process for new tenders, auctions or awards.
- To have an overview of the business groups with which it works, facilitating the development of framework agreements and a better use of the aggregate purchasing capacity.
- Ensure that the awarded companies comply with the provisions of the General and Autonomous Community Regulations on Occupational Risks, in accordance with the latest law in force at any given time.

Purchases of materials or services by each Department must be in accordance with the approved annual budget. Any exceptions must be assessed by the Administration and Finance Department and, if necessary, authorised by the Management Board.

Before any purchase is made, it is necessary that the budget amount and the total amount to be negotiated in the request are consistent and sufficient for the intended procurement and that the accounting account against which the purchase is made has available budget.

Purchases of goods or one-off service contracts

These are purchases or contracts for goods or services that are made only once a year or on a non-recurring basis.

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Purchases of goods or contracting of services on a regular basis:

In the case of purchases of goods or services for periodic or recurring supply, a single process will be used to select the supplier (Accredited Supplier) that will supply the purchase or service for the duration of the contract (minimum one year) at previously established and authorised rates, without the need to call for tenders for each order. This group also includes framework contracts for services.

It is the responsibility of the purchasing department:

- To prepare and safeguard the supporting documentation for each of the purchases, keeping it at the disposal of the University for possible audits.
- Enter in the request management system the record of the order to be placed with all the data requested by the system. Orders are registered for all purchases including those of products/services made from accredited suppliers.

Bibliography Resources

In relation to Bibliography resources, there are three groups to consider:

- a) Bibliography resources for the collections of the Learning, Research and Innovation Resource Centre "José Planas" Library (hereinafter, Learning, Research and Innovation Resource Centre):

Acquisition/subscription of all types of bibliographic resources in print and digital format that meet the needs of students, teachers, researchers and non-teaching staff. The Learning, Research and Innovation Resource Centre Library is responsible for the development of a relevant and up-to-date bibliographic collection for the entire university community through the incorporation of the recommended bibliography in new academic programmes, the subscription/renewal of serial publications and digital resources, the acquisition of new items, the replacement of obsolete copies, etc.

The Learning, Research and Innovation Resource Centre Library is responsible for managing acquisition requests for collection development and maintenance. Requests for the acquisition of Bibliography recommended in new academic programmes are the responsibility of the Centre, whose Department Heads or authorised persons are responsible for making requests to the Learning, Research and Innovation Resource Centre Library. The acquisition/subscription of these resources is charged against the Learning, Research and Innovation Resource Centre Library's annual bibliographic resources budget.


- b) Bibliographic resources for research projects:

Acquisition of bibliographic materials for research projects requested by teaching departments. The Learning, Research and Innovation Resource Centre Library is responsible for managing the requests, processing and inventorying the materials, lending them to those responsible for each project and monitoring them until the end of the project, at which time the acquired bibliographic resources are incorporated into the Learning, Research and Innovation Resource Centre Library collections.

The School of Doctoral Studies and Research is responsible for the authorisation and budget necessary to manage these acquisitions.

- c) Bibliography resources external to the Learning, Research and Innovation Resource Centre Library:

Acquisition/subscription of bibliographic resources that will not be part of the Learning, Research and Innovation Resource Centre Library collections.

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The management of these requests is the responsibility of the Purchasing Department in accordance with the procedure established in the Purchasing Policy.

4.3 Infrastructure maintenance and modification

When the different departments (teaching and non-teaching) identify needs for new infrastructures or modifications to existing ones, they communicate them to the Operations Department, specifically to the Technical Services Management Board.

All proposals are assessed and those considered a priority by the Technical Services Management Board are included in a works planning list for budget approval by the Administration and Finance Department.

Depending on the scope of the works, the Technical Services Department decides whether the work is to be managed by the internal maintenance company or by specialised external companies. In the case of external companies, it is the Technical Services Department itself, together with the Purchasing Department, who carries out the subcontracting, in compliance with the Purchasing Policy, and periodically reviews their status until the work is completed, in order to verify their compliance with the initial requirements established.

The works assigned to the in-house maintenance company are managed by the works manager, who is responsible for establishing the tasks within his staff and verifying that all maintenance parts are carried out.

If the internal maintenance company needs to purchase material, it requests the approval of the purchase from the Technical Services Department, which then transfers the delivery note of the purchases made.

On a monthly basis, the Technical Services Department reviews the progress of the works, adjusts deadlines and, if necessary, adapts the works planning list, including new works that have arisen and are a priority, delaying those that can be postponed, without exceeding the accepted budget. If any new works added require extraordinary budget approval, the Director of Technical Services will contact the Financial Analysis Department to assess their feasibility and the conditions of their approval with respect to the established planning.


On a monthly basis, the Technical Services Department reviews the progress of the works to adjust deadlines and priorities according to the needs of the University departments. In case of deviations from the Pass annual budget, it will be validated with the Department of Administration and Finance.

Maintenance of laboratory resources

In the case of specific infrastructures, it is the department heads who identify the need for maintenance.

In the case of requiring maintenance by an external company, the Technical Services Department communicates this to the different Centre managers for approval of the necessary contracts or agreements.

The Technical Services Department establishes the preventive maintenance plan for its resources, assigning those responsible for carrying out each task, the results of which are reflected in the maintenance sheets or in the equivalent register that exists.

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4.4 Incident management

All University employees who detect a deficiency in the infrastructures or resources available to the University can fill in a maintenance report that can be found in the Technical Services application, in order to inform those responsible and rectify it as soon as possible.

Incidents in infrastructure or technical resources

Once the incident has been completed, it will be sent to the Head of the Maintenance Service so that he can assign it to the internal teams or inform Technical Services that it should be carried out by a specialised external company.

Computer incidents

University employees complete the incident report in the IT Department's application. The support team of this Department prioritises, assigns and resolves or escalates the incident in order to solve it as soon as possible. There is the possibility of generating an incident or service request. In the case of incidents on the Hyflex system, a service request can be made via QR code. Another channel to generate an incident or service request is via an enabled telephone extension.

Incidents in the provision of the service

Incidents that may arise during the provision of the service will be resolved by the internal maintenance company, in those cases for which it is responsible. Otherwise, the Technical Services Department and/or the Operations Department will ask the external company to resolve the deficiencies detected.


Other Resource Incidents

In the event of incidents in resources that not managed by the Technical Services Department, the department heads will be the ones to request specialised companies to resolve them, keeping the delivery notes or parts delivered as evidence of the service provided.

4.5 Non-routine space management

The Academic Planning Department books Training courses for teachers, taking into account the necessary requirements for the allocation of the spaces to be used according to the planning carried out by the Academic Models and Digital Transformation Unit. Even so, the need may arise for spaces during the year that are not initially planned but which must be taken into account.

Efficient space management is a key issue for the University, which is aware of the importance of a suitable environment for the teaching and learning process, as reflected in CP 4.1 Planning of curricula.

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4.6 Assessment and selection of suppliers

All University resource providers are listed in the database used by the Department of Administration and Finance for Invoicing.

All suppliers from whom the University has requested a product or service on a recurring basis are considered accredited suppliers and are assessed by the different Departments (Purchasing/IT/Technical Services).

Periodically, depending on the expiry of the contract/agreement, each of the managers re-evaluates the accredited suppliers. If a supplier produces a non-compliance in terms of service, quality, price, delivery in relation to the acquisition of material resources, it may be removed from the list.

All other suppliers are considered non-accredited suppliers.

4.7 Provision of services and subcontracting

In order to carry out the service provision, the Operations Department contacts potential suppliers to establish the appropriate contracts, if necessary, following the aforementioned Purchasing procedure. The Legal Affairs Department reviews and validates the contracts generated at the University.

Part of the services are managed directly through the facilities management subcontracted by the University. In the rest of the cases, the service provision is out by external subcontracted companies. In any case, the directors of the Technical Services Department (SSTT) and the Operations Department and the subcontracted companies are involved in the signing of the permanent service contracts or services on request. The contracts contain the terms and conditions of the service and the duration of the contract, as well as any other information deemed appropriate to ensure that the services are provided in accordance with the specified requirements.

Contracts and their annexes are filed by the Legal Affairs Department after the internal validation process, as well as any records evidencing the provision of services.

When contracts expire, the Technical Services Department is responsible for assessing the quality of the Service provided and renewing or terminating the contract with the companies involved. It may also modify those annexes it deems necessary to ensure adequate service provision and, consequently, the continuous improvement of service management.

5. SPECIFICITIES PER CENTRE

School of Architecture and Polytechnic School


Not applicable

Faculty of Social Sciences

Not applicable

Faculty of Health Sciences

Not applicable

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School of Doctoral Studies and Research

The specifications in the School of Doctoral Studies and Research will be set out in the procedure PC 6.1 Research and Management of Doctoral Programmes, in the IT01/IT02 as well as in the Regulations of Official University Doctoral Studies of the European University of Madrid.


6. RECORDS

NAME	CUSTODIAN
Purchase request	Purchasing Department
Bibliography purchase order/subscription request	Learning, Research and Innovation Resource Resource Centre Library
Preventive maintenance plan	Operations Department
Maintenance sheet	Technical Services Department
Works planning list	Technical Services Department
IT incident report	IT Department
List of accredited providers	Administration and Finance Department
Planning of services	Technical Services Department
Monitoring report on services	Technical Services Department


7. MONITORING AND MEASUREMENT

After the execution of the services, the results of the services are collected. The results obtained are analysed by the different Departments involved in this procedure. In the interests of continuous improvement, information on the suitability of the material resources for the teaching and learning process is obtained through the satisfaction surveys carried out with the stakeholders.

Following the analysis of the results, the Operations Department assesses the suitability of the services to the needs of the University, implementing any improvements that may arise from the study of the results obtained.

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IDENTIFIER	DEFINITION	RESPONSIBLE	CALCULATION PERIOD
IND01 PC 10.1	Number of access sessions digital resources	Learning, Research and Innovation Resource Resource Centre Library	Academic year
IND02 PC 10.1	Number of visits to the Learning, Research and Innovation Resource Centre Library web site	Learning, Research and Innovation Resource Resource Centre Library	Academic year
IND03 PC 10.1	Number of visits to the Learning, Research and Innovation Resource Centre's facilities	Learning, Research and Innovation Resource Resource Centre Library	Academic year
IND04 PC 10.1	Number of Training sessions carried out by the Learning, Research and Innovation Resource Centre Library	Learning, Research and Innovation Resource Resource Centre Library	Academic year
IND05 PC 10.1	Number of attendees at the Learning, Research and Innovation Resource Centre Library Training in Competencies	Learning, Research and Innovation Resource Resource Centre Library	Academic year
IND06 PC 10.1	Teacher satisfaction with the facilities of the classrooms used you used in your teaching (Bachelor's Degree)	Quality Assurance Team	Academic year
IND07 PC 10.1	Faculty satisfaction with the facilities of the classrooms used in your teaching (Postgraduate)	Quality Assurance Team	Academic year
IND08 PC 10.1	Satisfaction of teaching staff with the facilities of the laboratories, workshops and experimental spaces you used in your teaching (Bachelor's Degree)	Quality Assurance Team	Academic year
IND09 PC 10.1	Faculty satisfaction with the facilities of the laboratories, workshops and experimental spaces used in your teaching (Postgraduate)	Quality Assurance Team	Academic year
IND10 PC 10.1	Students' satisfaction with the 24x7 support provided during the Delivery of the qualification (Bachelor's Degree)	Quality Assurance Team	Academic year
IND11 PC 10.1	Students' satisfaction with the 24x7 support provided during the Degree (Postgraduate)	Quality Assurance Team	Academic year
IND12 PC 10.1	Faculty satisfaction with IT support (Bachelor's Degree)	Quality Assurance Team	Academic year
IND13 PC 10.1	Faculty satisfaction with IT support (Postgraduate)	Quality Assurance Team	Academic year
IND14 PC 10.1	Number of IT incidents handled	IT Department	Academic year

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IND15 PC 10.1	Number of purchase requests	Purchasing Department	Academic year
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8. RESPONSIBILITIES

RESPONSIBLE	TASK DESCRIPTION
Management Board	Assessment and approval of budgets.
Heads of Centre	Pass resource requests from the Departments that report to them. Proposing and executing the budgets assigned to the different departments and collaborating with the Financial Analysis Department in their evaluation.
Operations Department	Management of the University's resources and services. Identify those services that the University may require, the objectives of these services, and include the actions, responsibilities, deadlines and resources required. for their achievement.
IT Department	Coordinate the management of IT incidents. Manage the request and update of technological tools.
Learning, Research and Innovation Resource Resource Centre Library	Responsible for the development of a relevant and up-to-date bibliography collection for the entire university community.
Administration and Finance Department	Review each Department's proposals and assess their suitability for each need. Prepare the final budget proposal to be presented to the Management Board for final approval.

9. STAKEHOLDERS AND ACCOUNTABILITY

Students, teaching and non-teaching staff are the stakeholders involved in the outcome of this process, as the resources and services have a direct impact on the teaching and learning process. These stakeholders reflect their satisfaction with the different resources and services available to them through satisfaction surveys.

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10. EXCHANGE CONTROL

EDITION	DATE	REASON FOR AMENDMENT
01	12/12/2012	Initial version: Identification of the process in the organisation and elaboration of the procedure.
02	30/05/2016	Updating of the Internal Assurance System Manual for the Quality
03	25/04/2018	Updating the Internal Quality Assurance System Manual
04	29/10/2021	IQAS update
05	13/05/2022	Replacement of the term "guarantee" by "assurance". in line with the new AUDIT model (2018 version) and "PGC" for "PC".
06	08/01/2024	Updating the process

11. ANNEXES

Not applicable