

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

<p style="text-align: center;">DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE <i>included in Compendium of Quality Initiatives/Projects prepared for the European Seminar</i></p>
--

Organisation: **CIG, Torino**

European Affiliation: **ERYICA**

<p>1. Name of Initiative (project, activity, service or product):</p> <p style="text-align: center;">ITALY: “Carta del Servizio” in the “Quality Project”</p>
<p>2. Description of Initiative or Project <i>(please give a short but complete description, including the aim of the initiative or project):</i></p> <p>The “Quality Project”, led by Turin’s Centro InformaGiovani, is an experimental project of the “Piedmont Coordination of Youth Information Services” and involves 2 other town (Biella and Alba). The aim is to work on the aspects that involve quality:</p> <ul style="list-style-type: none">? To analyse and get the description of the many and different work processes that the organisation implements to offer services and products? Specific training on “quality aspects” for all professionals of the involved centres? To create the “Carta del Servizio”, a document for the customers where the organisation explains what, why and how it offer its services. In it customers can find quality factors, indicators and standards that the organisation guarantees.? To create the “quality system management” of the organisation (rules, documentation, roles, plans) [This point is in way to realisation]? To implement a permanent evaluation system
<p>3. Aspect of Quality relating to Youth Information Addressed by This Initiative : <i>(please click on / activate the box which corresponds to your answer)</i></p> <p>This is:</p> <ul style="list-style-type: none">a) an initiative that identifies one or more quality factors as a basis for analysing / evaluating the quality / impact of a youth information activity or service <input checked="" type="checkbox"/>b) an initiative or project that assesses the quality of the information provided <input checked="" type="checkbox"/>c) an initiative or project that seeks to maximise the distribution / impact of the information provided <input type="checkbox"/>d) an initiative / project that addresses another aspect of quality (specify the aspect): <input type="checkbox"/> <p>.....</p>

4. Name and Address of Organisation Responsible for This Initiative:	
Name:	Centro InformaGiovani (Città di Torino)
Address:	Via delle Orfane 20, 10122 Torino, Italy
5. Name and E-mail Address of Person to Contact (for information about this initiative):	
Name:	Claudio Ardito
E-mail Address:	claudio.ardito@comune.torino.it
6. Who Participated in This Initiative ?	
3 Youth Information centres in our region.	
7. What Was the Scope of This Initiative? (please click on / activate the box which corresponds to your answer)	
Local <input checked="" type="checkbox"/>	Regional <input checked="" type="checkbox"/> National <input type="checkbox"/> European <input type="checkbox"/>
8. When Was This Initiative Undertaken (please state the date when the activity was started, when it finished, or if it is still continuing):	
The project started the end of 2003. It's going to be finished in autumn 2005.	
9. What Were the Results Obtained by This Initiative?	
More attention to the customer, more communication, a better work organisation, a new professional culture.	
10. Report – Publication – Other Product (if there is a report, publication or other “product” relating to this initiative, please state where it can be obtained or consulted, and in which language):	
The following material is available concerning this initiative: (please click on / activate the box which corresponds to your answer)	
Report <input type="checkbox"/>	Publication <input checked="" type="checkbox"/> Other Product (specify) <input type="checkbox"/>
Title:	“Carta del Servizio”
Language(s):	Italian
Can be consulted / downloaded at this web-site:	Soon at www.comune.torino.it/infogio .
Can be obtained from (address of organisation):	see point 5
11. Additional Information:	
.....	

This description form has been completed by:

Name of Person: Claudio Ardito
E-mail Address: claudio.ardito@comune.torino.it
Name of Organisation: Centro InformaGiovani (Città di Torino - Settore Politiche Giovanili)