

# “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;"><b>DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE</b> <i>included in Compendium of Quality Initiatives/Projects prepared for the European Seminar</i></p>
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Organisation: **Eurodesk Italy**

European Affiliation: **Eurodesk**

1. **Name of Initiative** (project, activity, service or product):

**ITALY: Eurodesk Italy – SA 8000 (Social Accountability Certification)**

2. **Description of Initiative or Project** (*please give a short but complete description, including the aim of the initiative or project*):

This quality initiative involved the certification of Eurodesk-Italy in accordance with the international Social Accountability standard “SA 8000”.

Some objectives linked to SA 8000 system:

- ? Create a context of mutual understanding regarding the general management of the association;
- ? Keep good relations between staff members; encourage participation and dialogue; periodically monitor the general working environment;
- ? Apply, at all levels of staff life in the association, criteria of equal opportunities (recruitment, training, development, promotion, etc.);
- ? Avoid forms of discrimination and exclusion, and promote equal opportunities for all workers.

3. **Aspect of Quality relating to Youth Information Addressed by This Initiative :**

*(please click on / activate the box which corresponds to your answer)*

This is:

- 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
- b) an initiative or project that **assesses the quality of the information provided**
- c) an initiative or project that seeks **to maximise the distribution / impact of the information provided**
- d) an initiative / project that addresses **another aspect of quality** (specify the aspect):

The certification obtained focuses very much on the management of the organization, which means in the end that it provides better quality services in information, training, etc.

<b>4. Name and Address of Organisation Responsible for This Initiative:</b>	
Name:	Eurodesk Italy
Address:	Via 29 Novembre 49 – 09123 Cagliari - Italy
<b>5. Name and E-mail Address of Person to Contact</b> (for information about this initiative):	
Name:	Giovanni Maccioni
E-mail Address:	giovanni@eurodesk.it
<b>6. Who Participated in This Initiative ?</b>	
Eurodesk Italy – Staff members and Eurodesk Local Relays	
<b>7. What Was the Scope of This Initiative?</b> <i>(please click on / activate the box which corresponds to your answer)</i>	
Local <input type="checkbox"/>	Regional <input type="checkbox"/> National <input checked="" type="checkbox"/> European <input type="checkbox"/>
<b>8. When Was This Initiative Undertaken</b> <i>(please state the date when the activity was started, when it finished, or if it is still continuing):</i>	
The organization was certified on the 6 April 2004. The organization is responsible for maintaining the standard. We already had the first inspection at the end of April 2005.	
<b>9. What Were the Results Obtained by This Initiative?</b>	
SA 8000 is the main tool to implement the association's ethics, and ensure an equal and effective management of human relations and activities, helping the association to gain a better trust from the outside world.	
<b>10. Report – Publication – Other Product</b> <i>(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):</i>	
The following material is available concerning this initiative: <i>(please click on / activate the box which corresponds to your answer)</i>	
Report <input type="checkbox"/>	Publication <input type="checkbox"/> Other Product (specify) <input checked="" type="checkbox"/> web-site <input checked="" type="checkbox"/>
Title:	Special section on the our web-site on the SA 8000 certification with all relevant documentation on-line
Language(s):	Italian
Can be consulted / downloaded at this web-site:	<a href="http://www.eurodesk.it/sa8000.htm">http://www.eurodesk.it/sa8000.htm</a>
Can be obtained from:	informazioni@eurodesk.it
<b>11. Additional Information:</b>	
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This description form has been completed by:

Name of Person: Giovanni Maccioni  
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Name of Organisation: Eurodesk Italy