

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

**DESCRIPTION OF QUALITY INITIATIVE OR PROJECT
CONCERNING INFORMATION FOR YOUNG PEOPLE**
included in Compendium of Quality Initiatives/Projects prepared for the European Seminar

Organisation: **CIJ** (Málaga)

European Affiliation: **ERYICA** (via INJUVE)

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

SPAIN: ISO 9001:2000 Quality Management System (Infojoven-Málaga)

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

The project is organized in the frame work of the Quality Action Plan of the Málaga City Council. Its aim is to establish a Quality Management System based on the ISO 9001:2000 standards, and to obtaining that Quality Certificate for the processes that are carried out in the “Infojoven” Youth Information Centre.

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):

Establishment of a quality management system according to the ISO 9001:2000 standards.

4. **Name and Address of Organisation Responsible for This Initiative:**

Name: Ayuntamiento de Málaga - Área de Juventud - Centro de Información Juvenil
Address: C/ Roger de Flor s/n. – E-29016 Málaga (Spain)

5. **Name and E-mail Address of Person to Contact** (for information about this initiative):

Name: Eduardo Padiál Morillas
E-mail Address: infojoven.juventud@ayto-malaga.es

<p>6. Who Participated in This Initiative ?</p> <p>Working party of the Youth Information Centre</p>
<p>7. What Was the Scope of This Initiative? <i>(please click on / activate the box which corresponds to your answer)</i></p> <p>Local <input checked="" type="checkbox"/> Regional <input type="checkbox"/> National <input type="checkbox"/> European <input type="checkbox"/></p>
<p>8. When Was This Initiative Undertaken<i>(please state the date when the activity was started, when it finished, or if it is still continuing):</i></p> <p>The project started on 26 June 2002. During 2005, an audit will be made of the renewal of the Quality Management System of Infojoven-Málaga, because quality management is an on-going process.</p>
<p>9. What Were the Results Obtained by This Initiative?</p> <ol style="list-style-type: none"> 1. Obtaining of the ISO 9001:2000 Certificate 2. Improvement of the work processes in Infojoven-Málaga 3. Control of the consultations made in Infojoven-Málaga 4. Knowledge of the satisfaction of the users in Infojoven-Málaga
<p>10. Report – Publication – Other Product <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></p> <p>The following material is available concerning this initiative: <i>(please click on / activate the box which corresponds to your answer)</i></p> <p>Report <input type="checkbox"/> Publication <input type="checkbox"/> Other Product: Manual <input checked="" type="checkbox"/></p> <p>Title: Manual of Procedures for the Quality Management System</p> <p>Language(s): Spanish</p> <p>Can also be obtained from Infojoven-Málaga : Internal Documentation</p>
<p>11. Additional Information:</p> <p>A series of documents exists that are derived from the use of this system:</p> <ol style="list-style-type: none"> 1. Form for recording the consultations 2. Surveys of the satisfaction of the users 3. Statistics on consultations: monthly and annual

This description form has been completed by:

Name of Person: Eduardo Padiál Morillas

E-mail Address: infojoven.juventud@ayto-malaga.es

Name of Organisation: Ayuntamiento de Málaga - Área de Juventud
Centro de Información Juvenil “Infojoven-Málaga”