QUALITY POLICY
of the Human Resources Service

The **Human Resources Service (HRS)** manages the administrative processes concerning any teaching and research staff (PDI), research staff (PI) and administrative and services staff (PAS) throughout any period that they are connected with the URV. These processes involve recruitment, selection and professional development (PAS training, PDI evaluation). The HRS is responsible for managing wages, salaries and social expenditures and also deals with the administrative and financial management of the University Chairs.

The Universitat Rovira i Virgili subscribes to the European Charter for Researchers and the Code of Conduct for the Recruitment of Researchers and applies their fundamental principles to its research strategy. Consequently, the HRS provides support in the process of developing, reviewing and continuously improving the strategy regarding the human resources dedicated to research.

To ensure the quality of the services provided to all URV staff, the Human Resources Service has implemented and maintains a Quality Assurance System based on regulation UN-EN-ISO 9001:2015.

Mission:

The mission of the Human Resources Service is to provide the organisation with the necessary human resources by means of professional, efficient and effective management of the University, and to provide the tools and opportunities needed to promote the professional and personal development of the institution's human capital.

Vision:

To become a leading service in the university ambit for attracting, retaining and motivating staff through the comprehensive development of individuals with the ultimate aim of offering quality services to the whole university community.

The Management of the HRS is committed to **meeting the needs and expectations of the relevant groups** and has established its quality assurance system in line with the following **objectives:**

- To offer a personalised and quality service to all URV staff by providing them with the information and services they need depending on their needs and the nature of their work.
- To effectively implement the regulations governing work-life balance to ensure **mutual benefit and improved satisfaction.**
- **To provide the material and human resources** needed to offer a quality service.
- To provide **efficient support to the administrative and financial management of the University Chairs**.
- To provide support for the **rigorous and objective evaluation** of teaching activities and the management of the PDI, and to provide support to the evaluation of research to help improve quality and strengthen the courses taught at the URV.
- **To ensure compliance** with the principles set out in the European Charter for Researchers and the Code of Conduct for the Recruitment of Researchers

in order to maintain the *Human Resources Strategy for Researchers* accreditation (HRS4R).

- To provide the PAS with **maximum added value** to enable them to **continue learning** throughout their working lives and to increase their value within the organisation.
- **To establish and review the quality objectives** and to create a **reference framework** for all HRS staff and the whole university community.
- To increase **user satisfaction**.
- To provide training activities to ensure that working teams have the necessary **capacities and competencies**.
- **To improve management efficiency** by promoting activities with high added value and increasing the problem solving abilities of working groups.
- To establish a culture of **continuous improvement** among the whole university community in order to achieve the organisation's objectives.
- **To involve and motivate** all staff in the implementation of the management system and in the compliance with the regulations applicable to the organisation.

For this reason the Management informs the whole university community and any other interested parties about this policy and commits to regularly reviewing it and the management system to assess their efficacy and suitability.

Management

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