

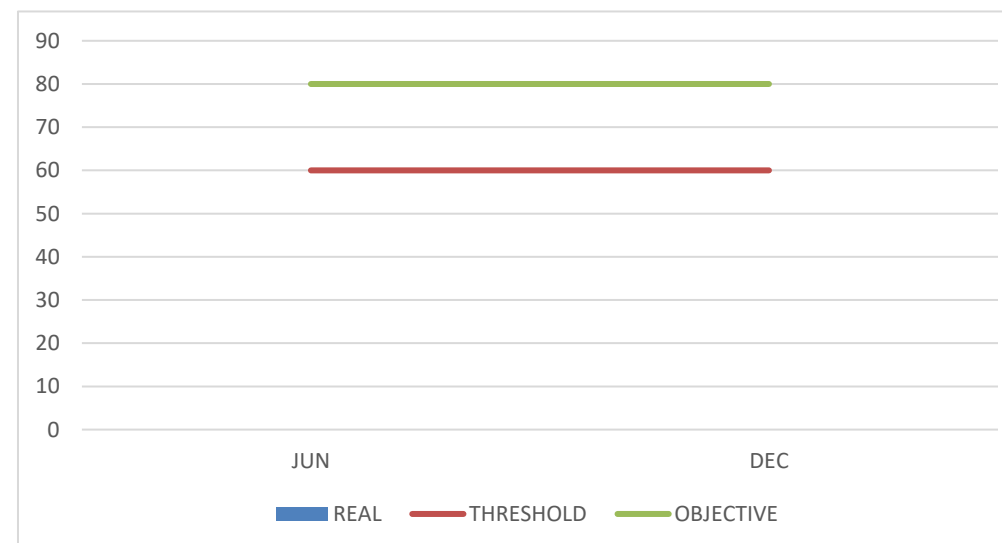


## QUALITY SYSTEM INDICATORS

INDICATOR 1			
<b>Indicator description</b>	Taxa d'èxit de les propostes de projectes competitiu d'R+D+i	<b>Person in charge</b>	OTD
<b>Measuring frequency</b>	Semestral	<b>Who measures it?</b>	Responsable administració
		<b>Source of the data</b>	Registre de projectes enviats de la OTD
<b>Objective</b>	Nac: 80% / EU: 25%	<b>Initiatives</b>	Comptar més amb l'ajuda dels experts externs (NCPs, personal de UPC o CSIC) Que l'OTD revisi totes les propostes enviades
<b>Critical Threshold</b>	Nac: 60% / EU: 10%		
<b>Current value</b>	Nac: 75% / EU: 20%		
<b>Related project</b>	Gestió de conv. competitives	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

	JUN	DEC
REAL	0	0
THRESHOLD	60	60
OBJECTIVE	80	80





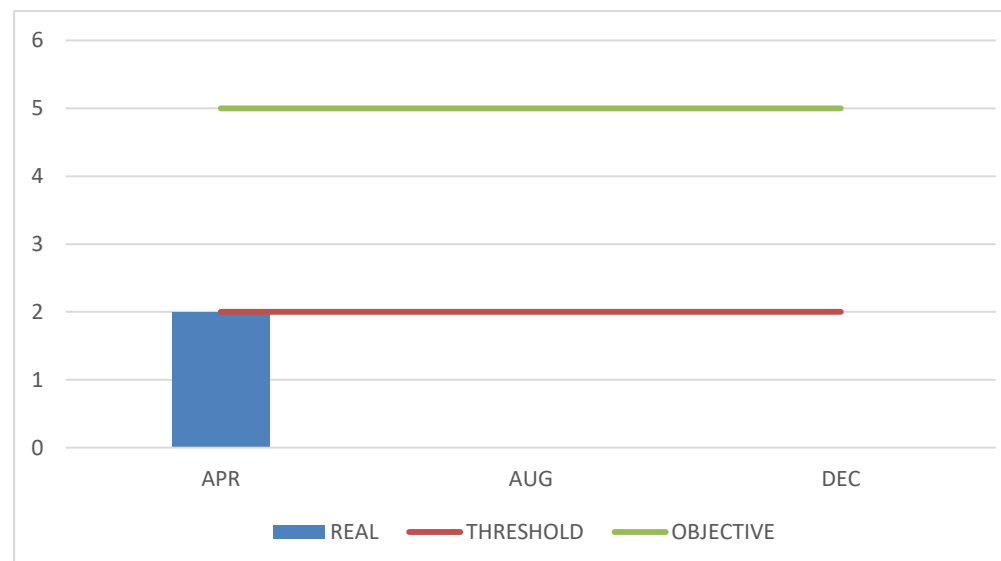
## QUALITY SYSTEM INDICATORS

INDICATOR 2			
<b>Indicator description</b>	Nombre de beques d'estudiants de doctorat obtingudes	<b>Person in charge</b>	OTD
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b>	Responsable administració
		<b>Source of the data</b>	Registre de projectes enviats de la OTD
<b>Objective</b>	5	<b>Initiatives</b>	Millorar els documents d'història de grup receptor
<b>Critical Threshold</b>	2		
<b>Current value</b>	4		
<b>Related project</b>	Captació d'estudiants i gestió de convocatòries de personal	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			2								

Yi Tian, A. Olivares

	APR	AUG	DEC
REAL	2	0	0
THRESHOLD	2	2	2
OBJECTIVE	5	5	5





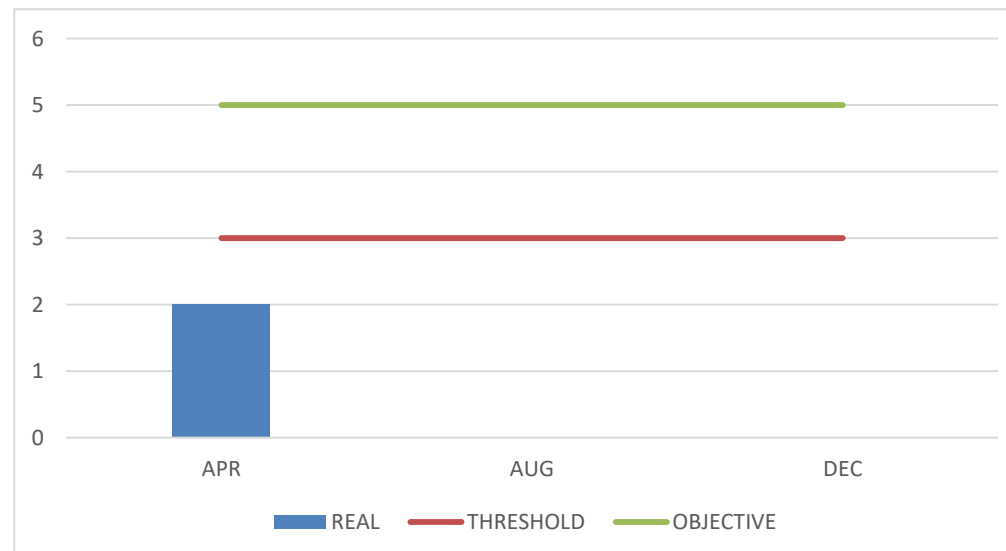
## QUALITY SYSTEM INDICATORS

INDICATOR 3			
<b>Indicator description</b>	Nombre de propostes de contractes acceptades		<b>Person in charge</b> Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b> OTD	<b>Source of the data</b> OTD
<b>Objective</b>	5	<b>Initiatives</b> Pla de Màrqueting	
<b>Critical Threshold</b>	3		
<b>Current value</b>	3		
<b>Related project</b>	Gestió comercial	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			2								

CIT, Aingura

	APR	AUG	DEC
REAL	2	0	0
THRESHOLD	3	3	3
OBJECTIVE	5	5	5





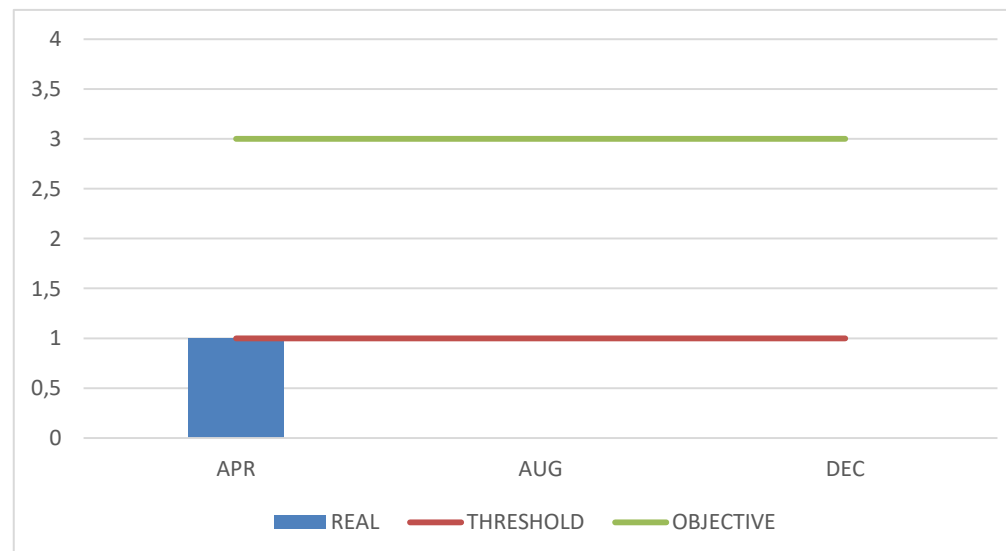
## QUALITY SYSTEM INDICATORS

INDICATOR 4			
<b>Indicator description</b>	Nombre de fires assistides	<b>Person in charge</b>	Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b>	Direcció
		<b>Source of the data</b>	OTD
<b>Objective</b>	3	<b>Initiatives</b>	Pla de Màrqueting
<b>Critical Threshold</b>	1		
<b>Current value</b>	2		
<b>Related project</b>	Gestió comercial	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			1								

ERF Málaga

	APR	AUG	DEC
REAL	1	0	0
THRESHOLD	1	1	1
OBJECTIVE	3	3	3





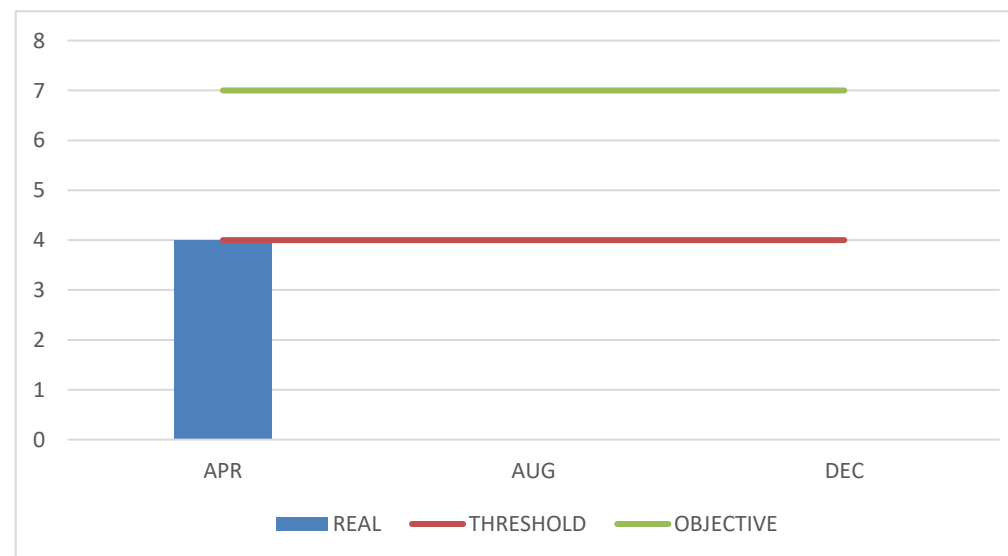
## QUALITY SYSTEM INDICATORS

INDICATOR 5			
<b>Indicator description</b>	Nombre de tesis defensades	<b>Person in charge</b>	Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b>	OTD
		<b>Source of the data</b>	Memòria anual
<b>Objective</b>	7	<b>Initiatives</b>	Manteniment de la comissió acadèmica del centre
<b>Critical Threshold</b>	4		
<b>Current value</b>	6		
<b>Related project</b>	Formació d'estudiants	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			4								

Víctor, Gerard, Jenny, Eugenio

	APR	AUG	DEC
REAL	4	0	0
THRESHOLD	4	4	4
OBJECTIVE	7	7	7



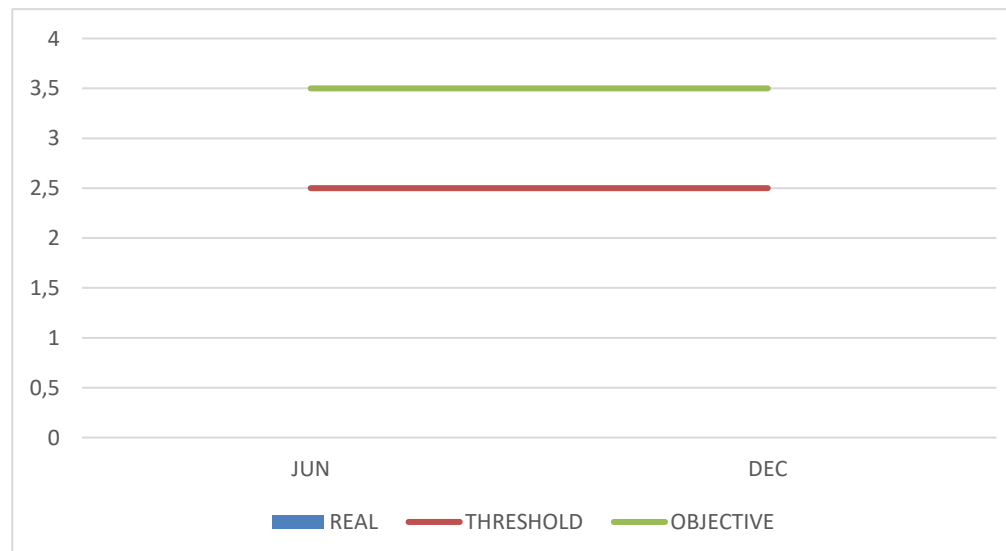


## QUALITY SYSTEM INDICATORS

INDICATOR 6			
<b>Indicator description</b>	Nivell de satisfacció de clients	<b>Person in charge</b>	Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b>	OTD
		<b>Source of the data</b>	Enquestes lliurades
<b>Objective</b>	3,5	<b>Initiatives</b>	
<b>Critical Threshold</b>	2,5		
<b>Current value</b>	3		
<b>Related project</b>	Avaluació de la satisfacció dels clients	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

	JUN	DEC
REAL	0	0
THRESHOLD	2,5	2,5
OBJECTIVE	3,5	3,5



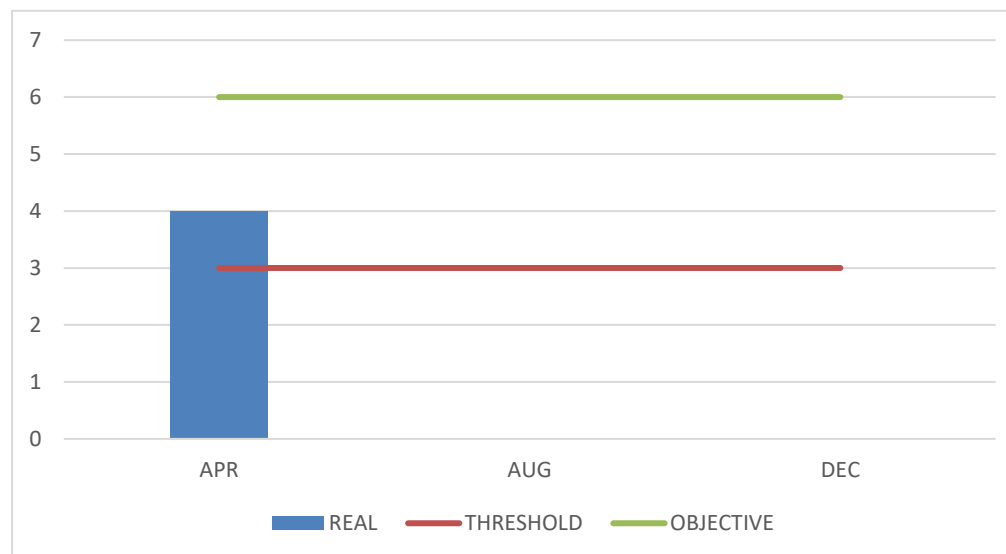


## QUALITY SYSTEM INDICATORS

INDICATOR 7			
<b>Indicator description</b>	Nombre de ofertes de feina publicades	<b>Person in charge</b>	Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b>	OTD
		<b>Source of the data</b>	Web IRI
<b>Objective</b>	6	<b>Initiatives</b>	Fer un mail informatiu als investigadors sobre els avantatges de publicar les ofertes
<b>Critical Threshold</b>	3		
<b>Current value</b>	4		
<b>Related project</b>	Gestió de Recursos Humans: Selecció	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			4								

	APR	AUG	DEC
REAL	4	0	0
THRESHOLD	3	3	3
OBJECTIVE	6	6	6





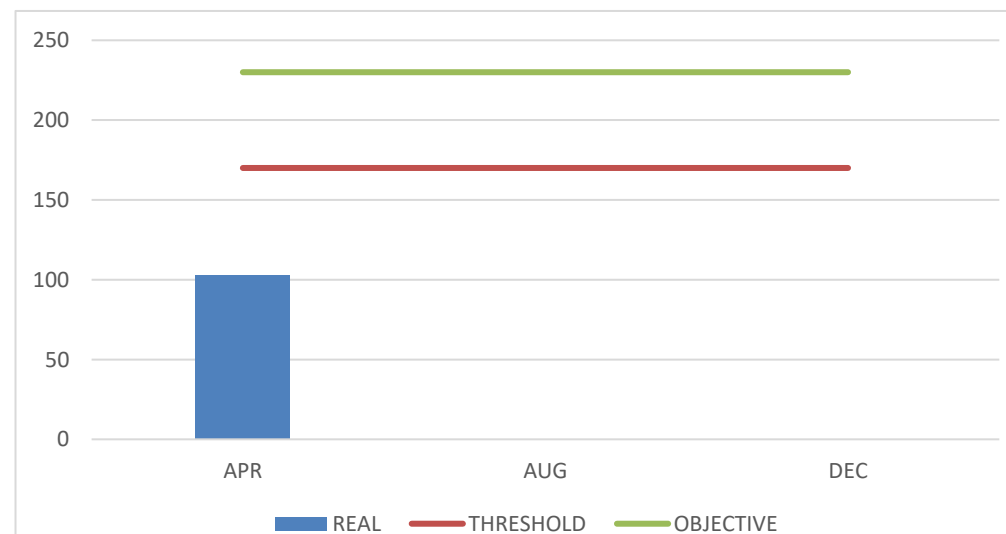
## QUALITY SYSTEM INDICATORS

INDICATOR 8			
<b>Indicator description</b>	Nombre de comandes fetes	<b>Person in charge</b>	Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b>	OTD
		<b>Source of the data</b>	Intranet IRI
<b>Objective</b>	230	<b>Initiatives</b>	No acceptar compres sense comande
<b>Critical Threshold</b>	170		
<b>Current value</b>	200		
<b>Related project</b>	Compres i inventari	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			103								

CSIC: 2547-2493= 54  
UPC: 2544 - 2495=49

	APR	AUG	DEC
REAL	103	0	0
THRESHOLD	170	170	170
OBJECTIVE	230	230	230







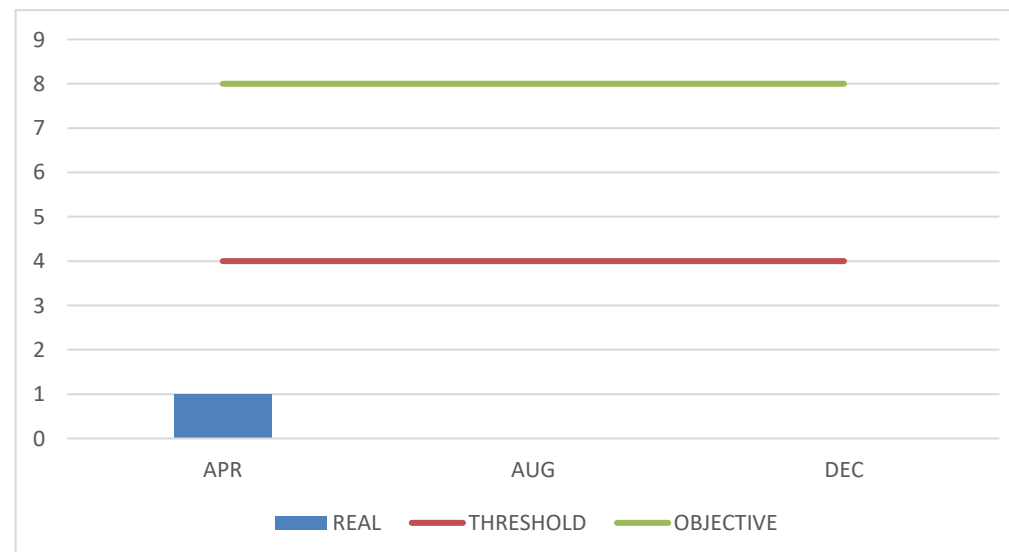


## QUALITY SYSTEM INDICATORS

INDICATOR 9			
<b>Indicator description</b>	Nombre de visites divulgatives rebudes		<b>Person in charge</b> Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b> OTD	<b>Source of the data</b> Registres OTD
<b>Objective</b>	8	<b>Initiatives</b>	Promocionar el centre en la xarxa Escolab
<b>Critical Threshold</b>	4		
<b>Current value</b>	7		
<b>Related project</b>	Divulgació	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			1								

	APR	AUG	DEC
REAL	1	0	0
THRESHOLD	4	4	4
OBJECTIVE	8	8	8





## QUALITY SYSTEM INDICATORS

INDICATOR 10			
<b>Indicator description</b>	Nombre de no conformitats rebudes		<b>Person in charge</b> Gestor-promotor
<b>Measuring frequency</b>	Quadrimestral	<b>Who measures it?</b> OTD	<b>Source of the data</b> Registre de No Conformitats
<b>Objective</b>	0	<b>Initiatives</b>	
<b>Critical Threshold</b>	3		
<b>Current value</b>	0		
<b>Related project</b>	Gestió de no conformitats	<b>Note</b>	

Results monitoring											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			0								

	APR	AUG	DEC
REAL	0	0	0
THRESHOLD	3	3	3
OBJECTIVE	0	0	0

