Quality Policy of L’AGÈNCIA VALENCIANA D’AVALUACIÓ I PROSPECTIVA

The AGÈNCIA VALENCIANA D’AVALUACIÓ I PROSPECTIVA bases its action on the principles of independence, objectivity, excellence and transparency, to which it adds, through this commitment, those of technical and scientific competence, compliance with legal requirements and legal certainty in all its actions.

The Management Committee of L’AGÈNCIA VALENCIANA D’AVALUACIÓ I PROSPECTIVA declares its commitment to quality, continuous improvement, compliance with customer, legal and regulatory requirements and with the needs and expectations of the interested parties in the services provided:

- Higher education evaluation.
- Evaluation of innovation.
- Evaluation of public services.
- Foresight of higher education, innovation and public service systems.

With this objective in mind, a Quality Management System is developed, which serves as a reference for the establishment and planning of quality strategies and objectives in line with the organisation's purpose and context.

AVAP's Quality Policy is established in accordance with the international standards set out in the European Standards and Guidelines for Quality Assurance of Higher Education (ESG 2015). This policy and its strategies are consistent with AVAP's mission, which is to stimulate excellence in Valencian systems of higher education, innovation and public services, through evaluation and foresight, in order to improve the society it serves.

The Quality Policy of L’AGÈNCIA VALENCIANA D’AVALUACIÓ I PROSPECTIVA described by the Management Committee aims to achieve the full satisfaction of customers and interested parties by meeting their expectations service after service.

For this reason, L’AGÈNCIA VALENCIANA D’AVALUACIÓ I PROSPECTIVA is initiating a programme to improve the quality of its activities and influence its external stakeholders, whose basic principles, on which all the company's actions must be based, are the following:

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1. The commitment to achieve and maintain high levels of satisfaction of our customers and stakeholders, detecting their needs and taking into consideration their expectations in order to offer them a service that meets their requirements.

2. The commitment to comply with all requirements, whether legal, contractual or of any other nature, that are applicable to us due to our activity, in such a way that our actions in no case may violate the legal requirements and specifications established by the different public entities.

3. Commitment to carry out activities within a management environment that ensures continuous improvement of the effectiveness of our processes and our relationships with our stakeholders, through the establishment and regular review of our quality objectives.

4. The commitment to comply with all international criteria and guidelines of the different systems in which the Agency operates and, in particular, those relating to quality assurance in the European Higher Education Area.

5. Commitment to effectively monitor and manage all of our operations in a transparent and accountable manner, with particular emphasis on:
   - Customer service, internal and external, and the relationship with our stakeholders.
   - The organisation of activities.
   - Continuous communication with our staff.

This Quality Policy defines the framework for the establishment of quality objectives to be set by top management in accordance with the above.

It is the wish of the Steering Committee that the Quality Policy statement be communicated to all interested parties and it is entrusted to the Senior Management of L’AGÈNCIA to ensure its compliance and the provision of the necessary resources for its achievement. The review of the Quality Policy is carried out in the management reviews of the system.

In Valencia, 06 July 2020