

ORAL-11

INTRODUCING THE CONCEPTS OF QUALITY MANAGEMENT IN TEACHING LABORATORIES BY MEANS OF A VIDEO

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Over the last fifteen years, quality management (QM) has become an important strategic resource for all kind of organisations, regardless of its field of activity, its size or its private or public character. Aware of this change, some educational institutions have included theoretical subjects on quality management in several curricula such as chemistry, chemical engineering and pharmacy. However, practical teaching is also necessary in order to provide the students with a global and coherent view of this subject. With this aim, in the Faculty of Chemistry of the University of Barcelona, we decided to implement a Quality Management System (QMS) in all the teaching laboratories of the Faculty. In-1996 the Quality Committee for the Teaching Laboratories was launched to work in this implementation. The work carried out so far has lead to several achievements such as:

Training of our students in practical issues of QM in laboratories

Improvement of the performance of the teaching laboratories as well as the educational quality of the practical work carried out in them.

Although students easily acquire the practical aspects of QM in the teaching laboratories, we have produced a didactic video as a tool to provide the students that joint our Centre with a global view of QM. It is intended to be used in the first practical subject (*Basic Operations of the Laboratory*) where the students learn the correct way of working in a laboratory.

The video, of about 20 minutes, in its first part presents de concepts of quality and quality management system. Then, after a brief mention to quality certification by an independent body, it focuses on the QM of the teaching laboratories, considering the following issues:

- Personnel and Organisation
- Installations
- Equipment
- Chemicals
- Documents
- Wastes
- Safety
- Evaluation and improvement

During the second semester of the academic course 2002-03, a pilot application of this material to some groups of students (new and advanced students) has been carried out. By means of a test, the fulfilment of the teaching objectives proposed has been assessed.