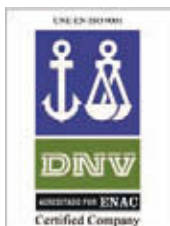
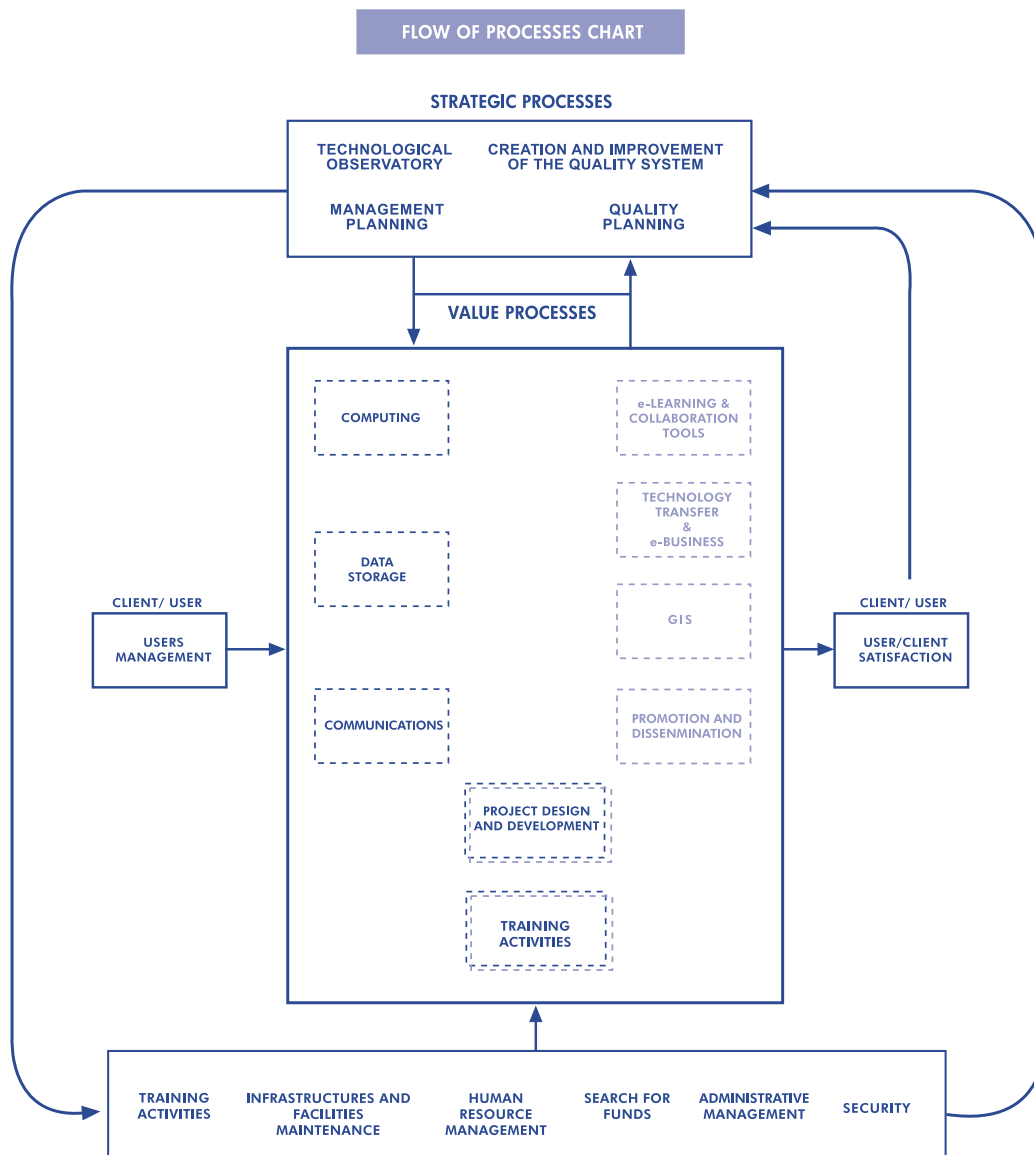




Quality of
Services

quality of services



During 2008, CESGA Foundation as well as S.A.X. CESGA renewed the certification of quality, **ISO 9001:2000** that was originally obtained in December 2005. At that time, CESGA became the first supercomputing centre in Spain to hold such certification.

This certification was the culmination of intensive work related to the application of the norm, as well as to the continued improvement of the internal processes and procedures of CESGA with the aim to increase the quality of the services provided to users.

Quality, a map of processes

Only during this third year in which the certification was in force, 4 processes, 5 procedures, and 4 instructions have been improved. CESGA was audited twice, both with successful results. One audit was internal but performed by external auditors and the other was external.

Additionally, in 2008, continued advances were made in the automating of all processes associated with quality control, with improvements in the monitoring systems of the centre (users, systems, applications, etc.) in accordance with the norm **ISO 9001: 2000**.