

## Use case in a nutshell

The mission of the National Oceanographic Data Centre at OGS (OGS-NODC) is to foster free access and use of Italian marine data following the FAIR data principles. To improve services the NODC implemented a Quality Management System (QMS) in 2023. This is a mechanism to map and document business processes, analyse the internal and external context, assess sustainability and address risks and opportunities. The QMS also provides guidance for monitoring performance against appropriate KPIs and for planning and consolidating improvements.



## Problem addressed

How to improve services and obtain an official recognition of their quality ?

## Solution proposed

Establishing a common set of rules to evaluate the quality of services based on ISO 9001:2015, Open Science principles and field-specific standards.

## Results

The establishment of QMS, along with compliance with domain-specific standards and protocols and best practices brought the OGS- NODC the following:

1. Improvement of the quality of work, leading to better services;
2. Recognition as an IODE accredited NODC. IODE is UNESCO's international programme for the exchange of oceanographic data and information;
3. Confirmation of its role as NODC, especially at national level;
4. Accreditation as part of the World Data System (WDS): an organisation mandated by the International Science Council to preserve and make data accessible at a global level.

## Added Value for EOSC

The experience of the OGS-NODC can be beneficial for those working with research data, data products and services to understand the benefits of establishing a QMS to improve services.

Assessing the quality of services provided by an EOSC node could be facilitated by considering:

1. the requirements of the ISO 9001:2015 standard for establishing a QMS
2. Compliance with field-specific reference standards.

## Conclusion

OGS-NODC suggests that the requirements of ISO 9001:2015 for establishing a QMS can be considered when evaluating candidates as EOSC Nodes, as well as adherence to field-specific standards, protocols, and best practises.

## Contacts

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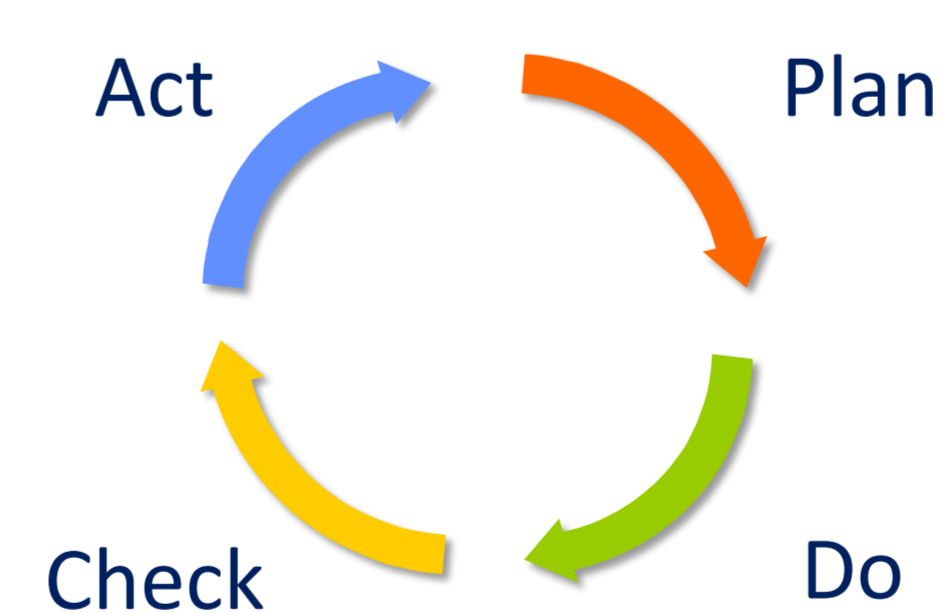
## Quality Management System - Key Pillars

UNI EN ISO 9001:2015

QMS - Requirements



Deming cycle - PDCA



- Plan** - identify issues/opportunities; plan response actions
- Do** - take action to improve
- Check** - monitor results Vs quality objectives
- Act** - standardise and upscale solutions to consolidate results

