

# ENSURING QUALITY, TRANSPARENCY AND INTEGRITY IN SCIENCE-BASED POLICY ADVICE

## ISO9001 CERTIFIED QUALITY MANAGEMENT SYSTEM

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# BACKGROUND

- Science-based policy advice > 30 years
- Framework contracts with Ministry of Environment and Ministry of Food and Agriculture
- Around 50 mio € annually matched with similar value external funding
- Involves >1000 academics and researchers
  
- Complex situation – environment, food, agriculture
- Inherent areas of conflict
- High political awareness
- Multiple stakeholder interests

Scientific knowledge continuously improves  misinterpreted as ‘mistakes/errors’

# QUALITY MANAGEMENT SYSTEM

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**Why?**- peer review, integrity, transparency

**How?** – quality policy, organization

**What?** – structure, procedures, implementation



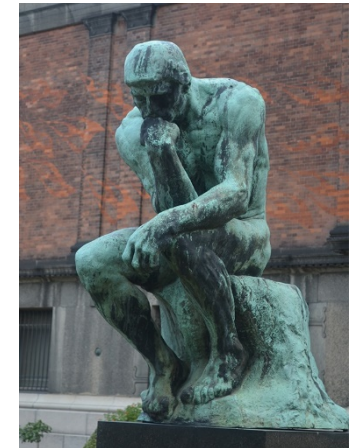
# WHY

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**Quality** – peer review of science  $\neq$  peer review of advice

**Integrity** – independence, impartiality, arm length principle

**Transparency** – clarity, roles, responsibilities, publication, openness



# HOW – QUALITY POLICY

## Define aim:

The purpose of quality management of science-based policy advice: ensuring high-quality services.

Define quality: **what is ‘high quality services’?**



# HOW - QUALITY POLICY

- ❖ Products of high **academic quality**
- ❖ Products delivered **on time**
- ❖ Mutually satisfactory collaboration with **client**
- ❖ Policy advice **builds on research** activities by science groups
- ❖ Activities include **all relevant research competencies** regardless of affiliation
- ❖ High **efficiency and transparency** with focus on continuity and openness in the process
- ❖ Deliverable format appropriately **merits the researchers** and ensures the knowledge base, e.g. through peer-reviewed, English-language articles/reports
- ❖ **Deliverables made public** in connection with their delivery

# HOW – MANAGEMENT PRINCIPLES

## Plan

Strategic goals; products; procedures; improvements integrated (from Act)

## Do

Implementation and realisation of the plan

## Check

Results monitored and analysed to match the plan.

## Act

Gaps identified, optimisation of processes, improvements decided



# HOW - ORGANISATION

Faculty management

Dean, quality manager, department heads

Faculty quality committee

Quality manager, faculty and department quality coordinators

Departments

Department head, quality coordinator

Department quality committee

Quality coordinator, members of public sector consultancy committe



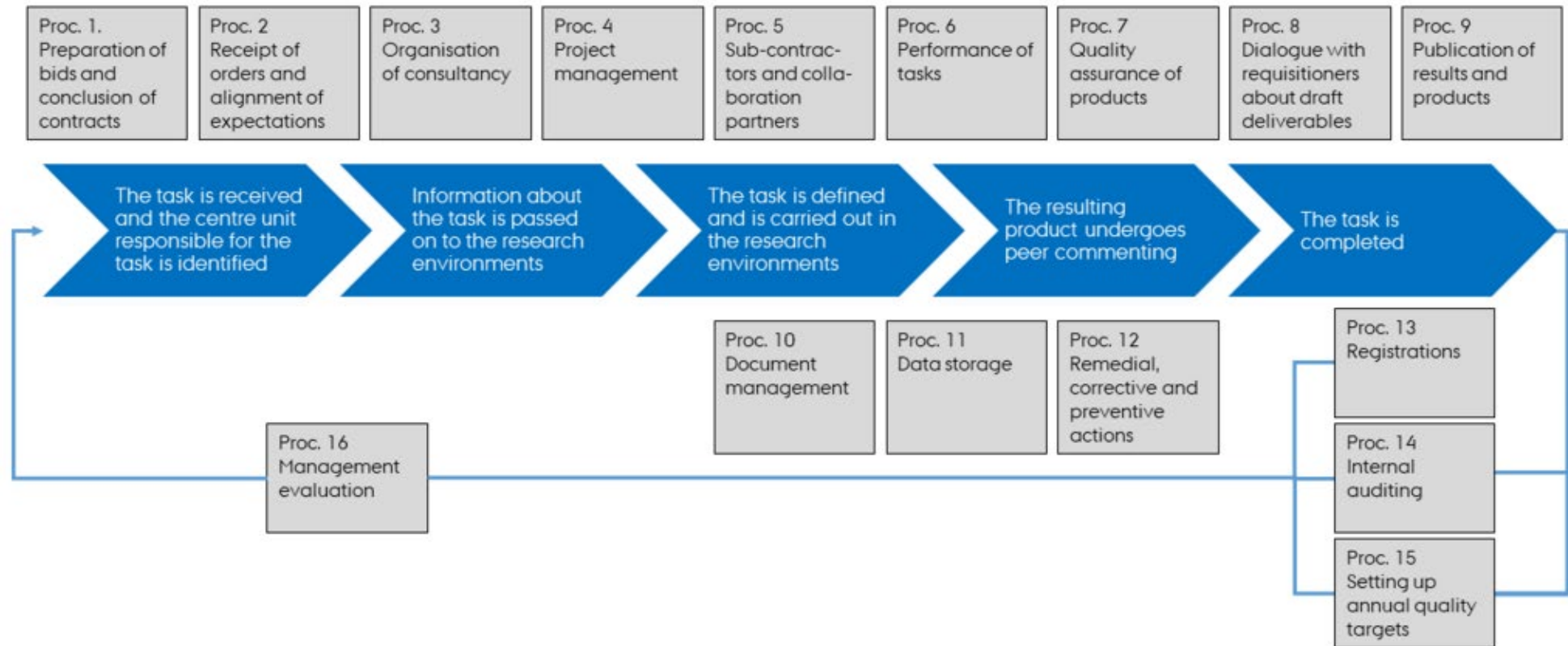


# HOW - ORGANISATION

The organisation of quality management **integrated in the management** of the faculty and departments to ensure:

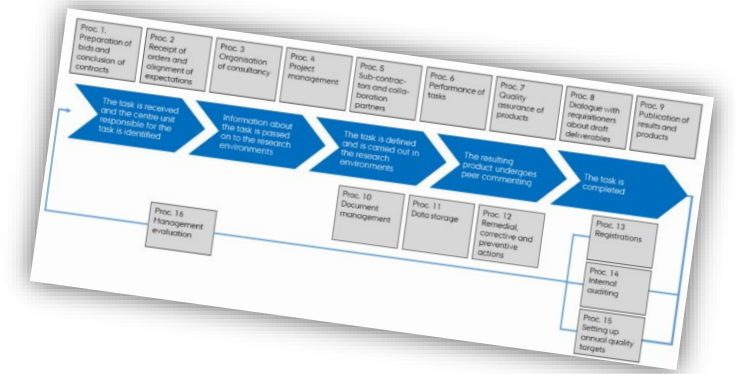
- ❖ A high level of **academic excellence** and quality of science based policy advice continuously in focus among managers and employees
- ❖ Consistent focus on **opportunities for improvement** among managers and employees
- ❖ Quality assurance policy proposed by the quality manager, approved by the **faculty management team**
- ❖ Quality targets proposed by quality manager, approved by the faculty's **public sector consultancy committee**

# WHAT – ISO 9001 CERTIFIED SYSTEM



# WHAT – ISO 9001 CERTIFIED SYSTEM

- ❖ Overall system description **following ISO 9001 demands**
- ❖ **16 procedures** describing processes
- ❖ **Appendices** including templates, definitions, lists, diagrams etc
- ❖ Internet based **access to all documents**
- ❖ **Pixi-version** for quick reference



# PERSPECTIVES – EXPERIENCE SO FAR

## External

- ❖ Valuable for scientists navigating in a complex situation
- ❖ Valuable for quality documentation purposes

## Internal

- ❖ Internal processes improved
- ❖ Increased internal focus on quality of science- based police advice including training and capacity



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