

Quality policy

The Department of Veterinary Sciences (DVS), through its quality policy, communicates its objectives and general guidelines pertaining to the three missions that the University of Pisa Statute provides: teaching, research, third mission.

The DVS realizes its activities in accordance with the European Directives 36/2005 CE and UE 55/2013, the national legislation (DM n. 270/2004, Legge 20 dicembre 2010 n.240, Dlgs. 27 gennaio 2012 n.19, DM 23 dicembre 2013 n.1059, DM 30 gennaio 2013 n.47, DM 12 dicembre 2016 n.987), indications contained in the AVA/ANVUR system (<https://www.anvur.it/attivita/ava/>), the Standard Operating Procedures provided by the European System of Evaluation of Veterinary Training (ESEVT SOP 2019 <https://www.eaave.org/esevt/sop.html>), and procedures complying with UNI EN ISO 9001:2015 for specific activities.

The DSV has the general objective of increasing the level of satisfaction of students, families, the institutional and production system and all the interested parties, with respect to the quality of training (in line with the European standards and guidelines set by the European Association for Quality Assurance in Higher Education) and the services provided to the territory.

The DSV establishes and monitors the development of a strategic plan (in accordance to the strategic plan of the University of Pisa) where it sets medium and long-term objectives consistent with its mission; the DVS is committed to achieving them in compliance with the general rules established by the University of Pisa and the national legislation. The DVS recognizes that the achievement of the standards established by the quality management systems (AVA, ESEVT, ISO) are an unquestionable contribute to the achievement of internal objectives, (by monitoring processes and activities), and external ones towards stakeholders/students who require high quality training/services.

To this aim, the DVS deems necessary:

- To disseminate the quality policy in order to ensure its understanding by internal staff and third parties interested in the DVS activities and services; to allow the full dissemination of its Quality Policy, the DVS is committed to regularly publish updated information and to communicate them to all interested parties;
- To raise the awareness of its staff on the requirements of the AVA/ESEVT/ISO 9001:2015 standards and involve them in the planning and development of the quality management system, so that it contributes to its effectiveness.

The DVS management, thanks to the accreditation paths carried out for AVA (2019), ESEVT (2022) as well as the ISO 9001:2015 laboratory certification, formulated the following general objectives and indicated relevant step to their accomplishment through the available tools:

1. to offer high quality education by innovative teaching, continue revision of syllabi and definition of a coherent curriculum;
2. to support research activities in the different fields of Veterinary Sciences, including One Health, the human-animal relationship, sustainability of animal production and multifunctionality in agriculture;
3. to ameliorate the quality of offered services according to codified and formalized procedures.