

A. Personal data

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Job function	Deputy Director

B. Expertise description on Quality – University Continuing Education
(max 50 words)

In charge of the implementation of the Quality management System in the Continuing Education Centre in the Technical University of Valencia (Spain) since 1977 using ISO 9000 until year 2000 and EFQM Model after this date.

Member of the Spanish Association for Quality since 2000.

Collaborator of the Valencian Foundation for Quality since 2004.

Co-author of several articles related to quality and Continuing Education.

c. Write 5 Keywords describing your experience in UCE (Examples: Customer, Teacher, Trainer, Organizer, Supplier, EFQM, ISO, Quality assurance, Quality audit, Quality control, Quality management, Product designer, Service support, Delivery, Quality manual, Quality plan, Quality rules, Quality system, TQM, etc.)

Manager, Quality Management System, Excellence European Model (EFQM), Continuing Education, National Network

D. Relevant dates of Involvement in UCE (years)

Deputy Director of the Continuing Education Centre of the Valencia Technical University (CFP-UPV) since 1993.

Member of the Executive Committee of the Spanish Network of Postgraduate and University Continuing Education Centres (RUEPEC) from the very beginning in 2001.

Co-author of the chapter: UNIVERSITY CONTINUING EDUCATION IN SPAIN in the book Lifelong Learning in a Changing Continent: Continuing Education in the Universities of Europe edited by European Thematic Network in University Continuing Education (Thenuce)

E. Involvement in Three Projects or Case Studies of Quality of UCE
(max 20 words each)

a) Quality Culture Project (2002-2003) – European University Association – Socrates Project as a member in the subgroup related to Communication flow and decision-making structures.

b) EQUIPE European Quality in Individualized Pathways in Education (2003-2005) - University of Porto – Socrates Grundvig 4 Project as Deputy Coordinator of Subgroup 4.

c) Development of an homogeneous assessment system based on EFQM for continuing education in Europe and Latin America - Alfa Project – as Coordinator.

d) Survey of Management Indicators in centres of Postgraduate Studies and Continuing Education in Spanish Universities based on the EFQM model (2004) – Spanish Education Ministry - as member of the research group.