



SERVICE QUALITY COMPLIANCE LEVEL

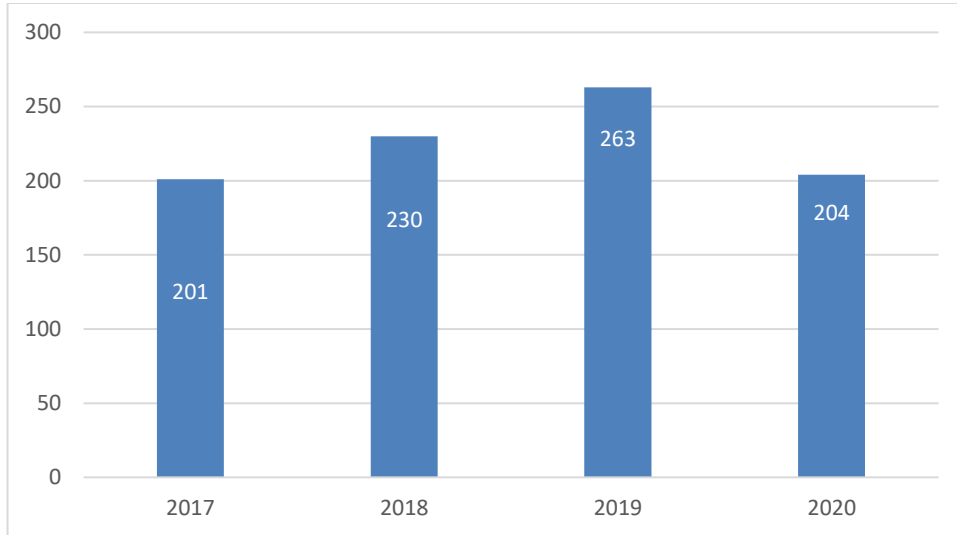
The ultimate purpose of the ICTS is for the Spanish and international scientific, technological and industrial community to have access to leading-edge scientific and technical facilities, as their strategic nature justifies making them available to the entire R+D+i sector.

With this in mind, the CENIEH has instituted a **User Office**, a platform designed as a single point of entry for access requests for the ICTS, where the request and the relevant information can be managed traceably, in accordance with the Center's Quality Policy.

Each ICTS offers a percentage of the capacity of its essential facilities in a mode of **Competitive Open Access** for use by public and private sector researchers, both Spanish and international, with the support of each Center's own technical and administrative staff. Access and use of the CENIEH ICTS is governed by a public Access Protocol setting out the mechanism and access criteria for the infrastructure, and which is in operation through the User Office.

All these requests are tracked at this Office and are initially assessed by an internal panel which evaluates the technical viability of each (competitive or on-demand), their safety and the availability of resources (material, human and financial), and then reports to the Access Committee or Management, depending on whether the accesses are competitive or on-demand, respectively. The competitive ones are appraised by the Access Committee according to scientific and technical criteria, taking into account their fit with the objectives, mission and vision of the Center, and it then draws up reasoned proposals about the priority of the access requests, for final decision by Management.

In 2020 there were 204 accesses to the CENIEH. The graph below shows how these have evolved since 2017, stating the total number received each year. The number of applications received was significant despite the obligatory stoppage between March and July because of the pandemic.

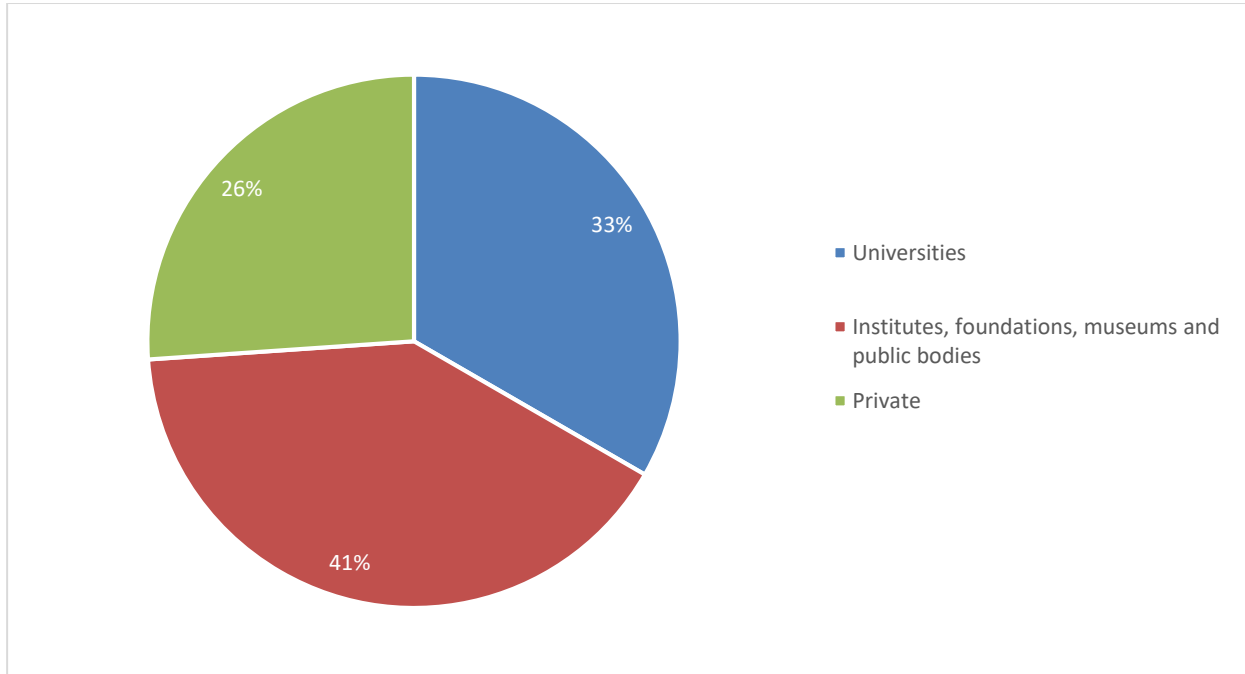


Number of accesses over the period 2017-2020.

This was the second year in which Competitive Access calls were opened, with four of this type: two calls for **Micro-Computed Tomography**, one for **Archaeomagnetism** and one for **Luminescence dating**. In total, 27 competitive access requests were received, representing 14% of all the requests for the ICTS. Moreover, during 2020 preparatory work for the forthcoming opening of the Uranium Series and Electron Spin Resonance laboratories, to take place in 2021, was under way.

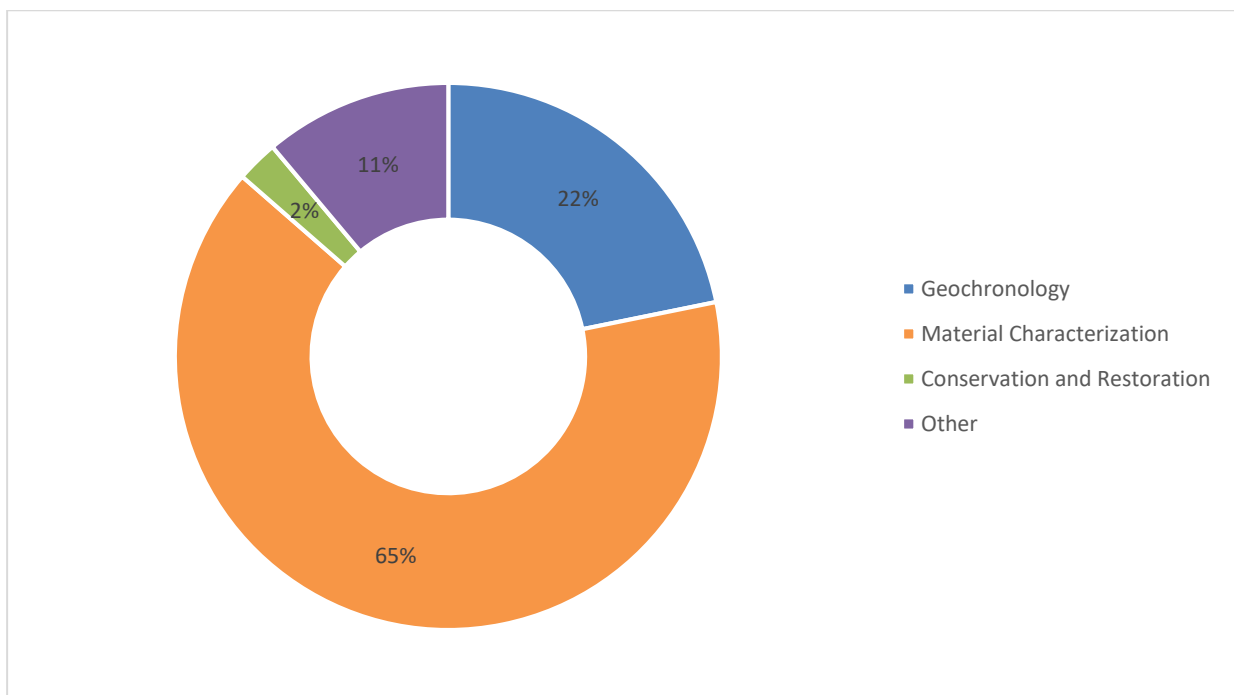
Apart from the accesses related to research projects in the scientific or industrial fields, other requests directed at improving the analyses, protocols or services of the ICTS were also handled, including conducting micro-computed tomography tests for observing soft tissues, and experimental sample dating analyses using luminescence.

With respect to the affiliations of the accesses received, they mostly came from institutes, foundations, museums, public research bodies and universities, with a rise of 2% in requests from private entities over 2019. Applications came from 136 different institutions, as against 67 requesting ICTS access the previous year. It should be mentioned that of the 23 requesting universities, 8 of them are foreign.

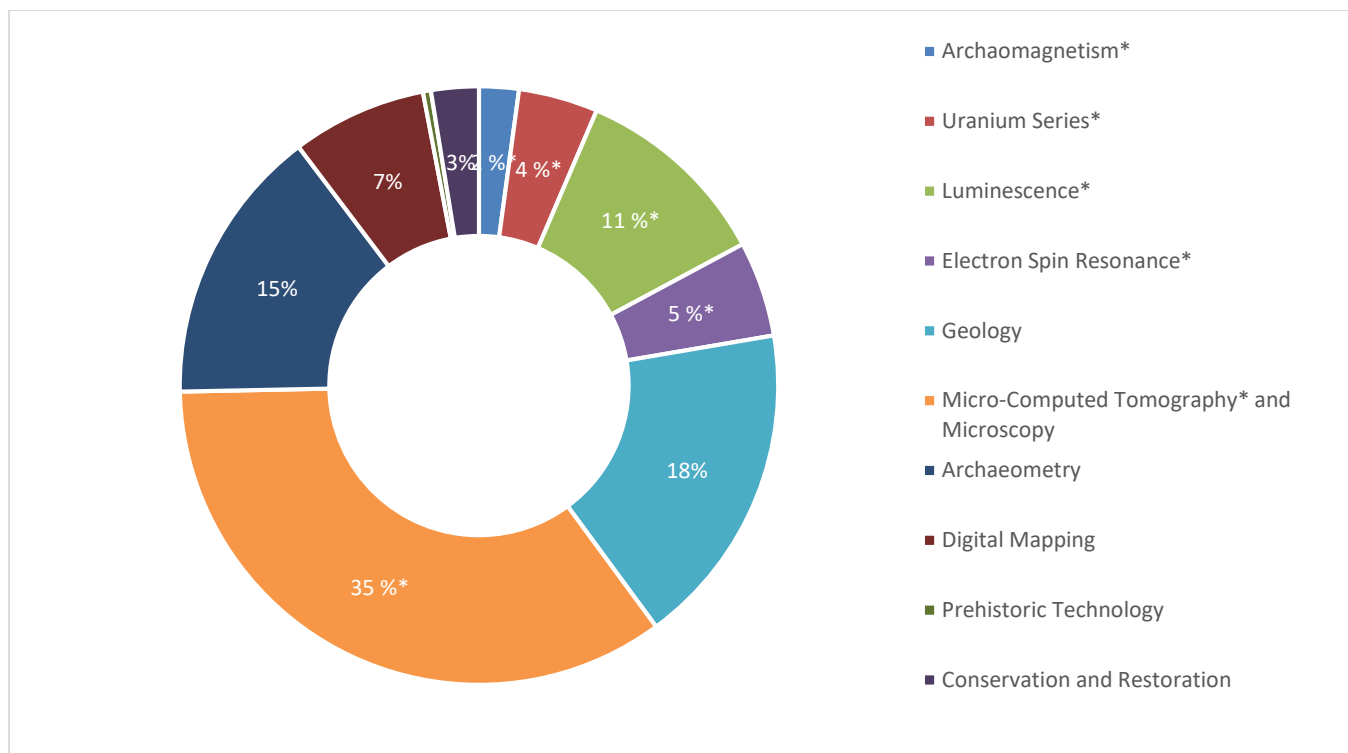


Affiliation of laboratory users in 2020.

The following graphs set out the applications made for the different technical areas and by laboratory.



Percentage of requests received by the different technical areas in 2020.



Percentage of requests received by the different laboratories in 2020.

*Laboratories considered to be essential facilities.

Details of the services provided and the technical capacities of the ICTS can be found at:

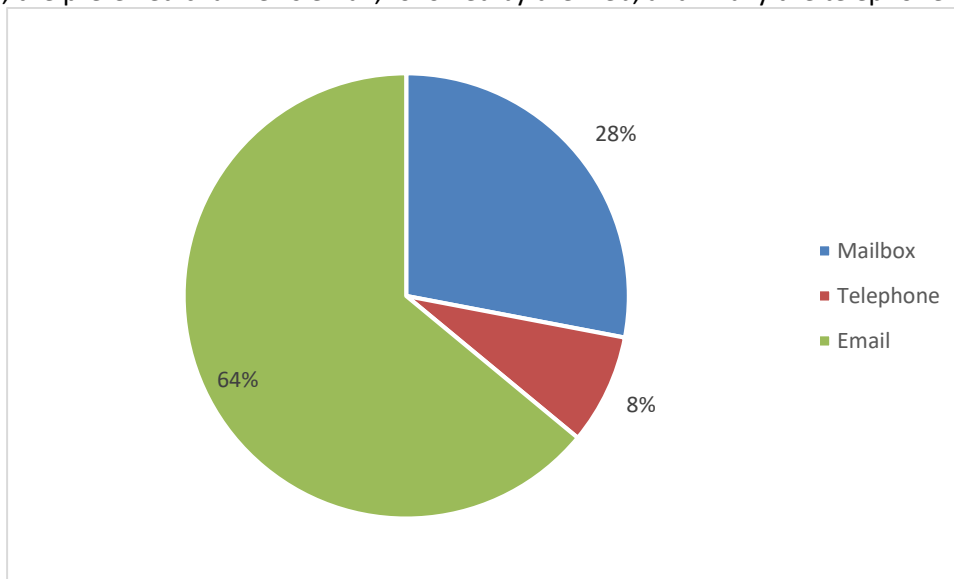
- <https://www.cenieh.es/en/infrastructure> where there is information about the services the ICTS provides
- <https://www.cenieh.es/en/infrastructure/laboratories> where there is information about the services the laboratories provide
- <https://www.cenieh.es/en/infrastructure/consultation-and-rates> where there is information about the rates applied
- <https://www.cenieh.es/en/infrastructure/access-and-user-office> where there is information about the ICTS access modes and the User Office platform for placing requests, and details of the open and closed access calls
- <https://www.cenieh.es/sites/default/files/catalog/files/Cat%C3%A1logo%20de%20Capacidades%20T%C3%A9cnicas%20-%20WEB.pdf> where there is a document setting out full information about the laboratories

With regard to **feedback** from customers and ICTS users, there are several direct channels of communication:



- By web using the mailbox <https://www.cenieh.es/en/infrastructure/consultation-and-rates>
- By telephone
- By direct email to the CENIEH laboratories

Of these, the preferred channel is email, followed by the web, and finally the telephone.



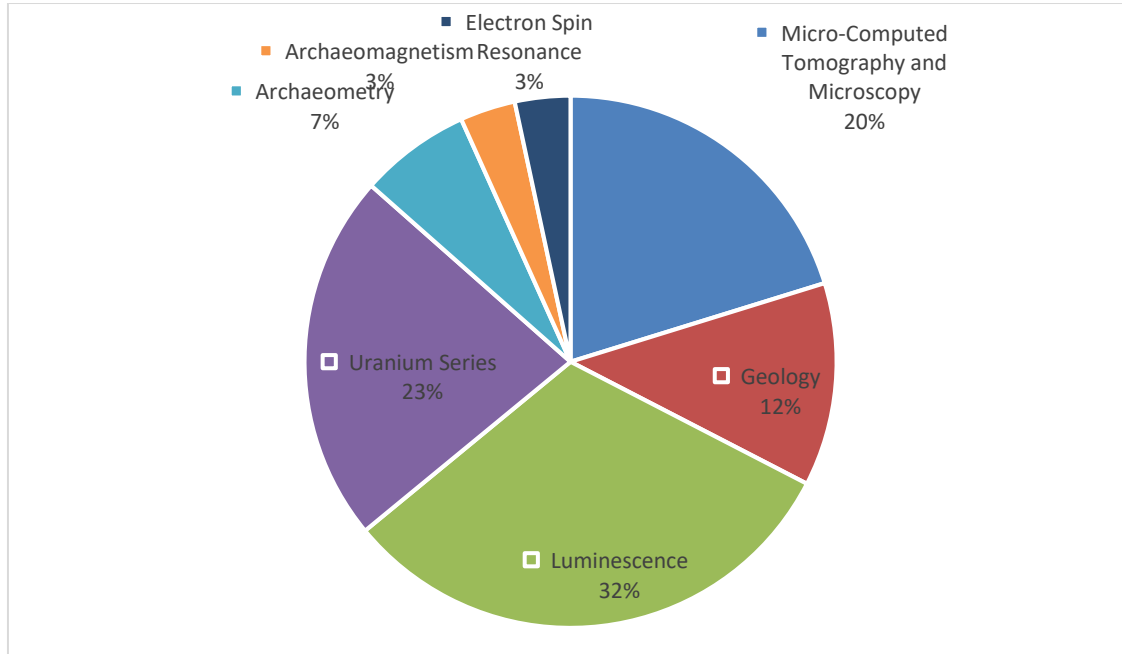
Percentage of requests received by each of the ICTS channels

Over 2020, there were 89 ICTS consultations, 72 of which were related to the following topics linked to the services provided:

Detailed table of consultations received by the CENIEH laboratories

Consultations received by the laboratory:	Requests for information
Micro-Computed Tomography	18
Geology	11
Luminescence	28
Uranium Series	6
Archaeometry	3
Archaeomagnetism	3
Electron Spin Resonance	3

Here is detailed information by laboratory receiving consultations:



Apart from the consultations, annual satisfaction surveys are conducted using the platform LimeSurvey (<https://www.limesurvey.org>). During 2020, 105 surveys were launched with 28 complete responses.

In 2020 the survey was modified and it has three major blocks of questions:

- Attention paid prior to service provision
- Attention by management personnel, sending estimates and invoicing for services
- Overall evaluation

The survey results are:

- Attention paid prior to service provision: 7.78
- Attention by management personnel, sending estimates and invoicing for services: 7.78
- Overall evaluation: 6.85

Updated on 28/09/2021