



QUALITY POLICIES OF THE MUSEUM OF PONTEVEDRA

At the Museum of Pontevedra we are committed to quality and we implement it in everything we do.

All our areas follow strict quality policies that ensure the fulfilment of high standards, such as customer service, conservation of our collections and internal management.

In this way, our purpose is to become a benchmark for the community in terms of the quality of the service we offer to the public.

In addition, our quality policies allow us to deal effectively with potential problems, thanks to the resilience we have built up over time.

Our policy has been based on continuous improvements, which implies periodically reviewing processes and constantly improving. In this way, we are at the forefront of the latest trends in the field of museums and meet the expectations of increasingly demanding visitors.

Here are the quality policies that we consider a priority:



Quality policies aimed at promoting participation and collaboration

Quality policies play an important role for participation and collaboration at the Museum of Pontevedra.

Establishing a clear framework for participation and collaboration encourages active involvement of both community and visitors.

In addition, these may include measures aimed at promoting inclusion and diversity, improving the quality of programmes and exhibitions offered by the museum, and contributing to its institutional development.

1. Inclusion and diversity:

In our policies, we promote inclusion and diversity through a variety of views and perspectives, reflected in our exhibitions and programmes, in which the local community is involved.

2. Active participation:

We encourage the active participation of the community by implementing policies that promote collaboration in projects, events, and cultural and social initiatives, among others.

3. Inter-institutional collaboration:

By means of inter-institutional collaboration policies, we seek to encourage and promote collaboration with other cultural institutions, such as museums, universities or libraries, among others.

This helps to enrich the museum's collections and programmes, and to build wider networks with our collaborators and partners.

4. Transparency and communication:

Our transparency and communication policies include measures to foster transparency and fluid communication between the museum and the community, such as the publication of news and updates on the museum's website and social media, and regular reporting of activities and results.

5. Assessment and feedback:

Our assessment and feedback policies help us establish clear methods to evaluate the effectiveness of the collaboration and participation activities carried out in the museum,, as well as receive feedback from the community and other partners.

This will help to adapt our policies and programmes over time.



Quality policies for responsible management

Quality policies are important for implementing a responsible management system within the Museum of Pontevedra for several reasons. Firstly, they allow establishing standards and procedures to ensure that the museum offers a high-quality service to its visitors. In addition, they encourage a responsible and sustainable management of the museum, including aspects such as the proper conservation of collections and reduction of the environmental impact. These policies can also increase public awareness and contribute to the museum's institutional development. In short, they are essential to ensure responsible and high-quality museum management.

1. Responsible conservation and preservation:

It is important to conserve and preserve the Pontevedra Museum's collections. Its policies include actions to ensure compliance with international conservation and preservation standards, management of the collections and proper maintenance of the facilities.

2. Responsible dissemination:

At the museum we are responsible for the way we disseminate the information about our collections and promote our activities.

Our responsible dissemination policies include measures to avoid any form of commercial exploitation, to ensure proper recognition of intellectual property, to collaborate with experts in all subjects, and to respect cultural diversity and freedom of opinion.

3. Responsible accessibility:

We are committed to ensuring that our collections are accessible to everyone.

Our responsible accessibility policies include measures to guarantee physical and digital access to the collections, appropriate translation of texts and multimedia interpretation.

4. Responsible research and education:

We promote responsible research and education in the fields of art, history and culture.

Our responsible research and education policies include measures aimed at encouraging scientific work, facilitating access to research resources and disseminating knowledge.

5. Ethics, integrity and transparency:

At the museum, we ensure transparency in both our activities and the origin of our collections.

Our ethics, integrity and transparency policies include measures to ensure the ethical integrity of our activities, and any activity that may be considered fraudulent or illegal is detected and prevented.



Quality policies aimed at continuous improvement

Quality policies are essential to achieve continuous improvement in a museum since they help to establish standards and processes aimed at ensuring excellence in the management of its resources and the provision of high-quality services to the public.

1. Establishment of strategic objectives and goals:

The Museum of Pontevedra establishes strategic objectives and goals that are in line with its mission.

Our policies include measures to ensure that these objectives and goals are periodically assessed and adjusted to make sure they are aligned with our strategies.

2. Systematic planning and assessment:

The museum undertakes systematic planning and assessment.

This includes measures to coordinate and assess exhibitions and programmes, and to ensure that they meet our strategic objectives.

3. Assessment of visitors' satisfaction:

Our policies involve measures to assess visitors' satisfaction. This information is then used to improve the quality and their experience in the museum.

4. Staff training:

Our staff has been trained and equipped with the necessary resources to meet the objectives set by the museum and to provide an excellent service to visitors.

Our policies include measures to ensure the professional development of our staff.

5. Improvement of infrastructure and technology:

At the museum we are continually improving our facilities and technology to provide a better and more attractive experience.

Our policies comprise measures aimed at identifying areas in need of updates or improvement.

6. Involvement of our community:

The policies we are carrying out at the Museum of Pontevedra include measures to involve the community, with the aim of enhancing visitors' experience and accomplishing the museum's overall mission.



Quality policies aimed at visitors' satisfaction

Quality policies are important for visitors' satisfaction because they help to ensure that their experience is as positive and satisfying as possible.

A museum that is committed to complying with high-quality standards in managing its resources and providing adequate services to the public is more likely to offer an enjoyable and enriching experience to its visitors. This, in turn, will increase the satisfaction of these visitors, who will be more likely to recommend the museum to others.

1. Offer an attractive and pleasant experience:

The Museum of Pontevedra is an attractive, welcoming and clean space for visitors.

Our policies include measures to keep the facilities clean and safe, as well as to improve signage and multimedia devices.

2. Provide clear and accurate information:

Visitors are provided with clear and accurate information about the exhibition, the collections and the history of the museum.

Our measures are aimed at ensuring the quality and availability of information in different formats, such as brochures, maps, multimedia devices or touch screens.

3. Promote staff training to provide a high-quality service to visitors:

Our staff are trained to provide an exceptional service to visitors.

Our policies include measures to ensure a high-quality service, including staff training in communication skills, conflict resolution and customer satisfaction.

4. Ensure an optimised flow of visitors:

Our policies include measures to achieve an optimum flow of visitors in the exhibitions and in the interaction areas. Different methods can be used to regulate the flow/influx of visitors, such as scheduling entry times or marking routes to be followed through the exhibition.

5. Provide additional services and amenities:

This includes the provision of additional services, such as rest areas, a restaurant and cafe, and another area having souvenirs and publications for sale and others, which may enrich visitors' experience and provide additional funds to the museum.

6. Obtain feedback from visitors:

The museum's policies include feedback measures for visitor satisfaction, such as surveys or focus groups, all of them aimed at collecting visitors' opinions and suggestions.



Quality policies for innovation

Quality policies are important for innovation in our museum because they enable resilience and improve our procedures and practices, thus leading to greater efficiency, effectiveness and success in achieving our goals.

In addition, the implementation of such policies can encourage a culture of innovation in the museum, where employees feel motivated and willing to contribute with innovative ideas and solutions.

1. Promote experimentation and creativity:

As an innovative museum, we allow experimentation and creativity when displaying and disseminating information.

The policies of the Museum of Pontevedra encourage innovation by providing suitable spaces and resources to allow curators and other staff to develop new ideas and concepts.

2. Establish collaborative partnerships:

Partnerships are key for innovation in our museum, as they allow sharing knowledge and resources.

Our policies encourage collaboration and partnership with other cultural and educational institutions, as well as with businesses and research organisations.

3. Develop and use advanced technologies:

Technology can boost innovation. At the Museum of Pontevedra we develop and invest in technologies that improve the experience of visitors and allow them to have access to information in a more dynamic and attractive way.

4. Involve visitors:

Innovation can come not only from the museum staff, but also from visitors.

Thus, we develop mechanisms to gather visitors' opinions and suggestions, in order to involve them in the creation of new ideas and programmes.

5. Seek feedback:

Feedback is essential to guide innovation in our museum and is included in our policies as part of a continuous process of improvement and adaptation.

6. Promote staff training:

The Museum of Pontevedra offers all staff the possibility of being trained in innovation and new technologies so that they can develop and implement innovative ideas.



Quality policies aimed at sustainability

At the Museum of Pontevedra we are environmentally friendly and work towards sustainability, so our actions are carried out in a socially and ecologically responsible manner.

1. Waste reduction:

At the Museum of Pontevedra we promote waste reduction to minimise the environmental impact.

We separate the waste generated to ensure that any recyclable materials are collected and managed appropriately.

2. Energy saving:

In the internal management of the museum we seek to reduce overall energy consumption. Thus, our actions are focused on using efficient lighting systems.

3. Reduction of emissions:

We try to reduce emissions of pollutants, especially CO₂.

The Museum of Pontevedra encourages the use of bicycles, as well as of public and collective transport, among staff and visitors, as they contribute to reduce these emissions.

4. Promotion of recycling:

We encourage recycling in all our facilities so that visitors behave responsibly with regard to waste management.

5. Awareness raising and education:

We highlight the importance of sustainable development through the information presented in the exhibitions, by promoting recycling and discussing the effects of carbon footprint, among other topics.



Inclusive quality policies

Our museum is a space open to everyone, regardless of their cultural background or skills, so we establish inclusive quality policies in our visits and activities.

1. Accessibility:

At the Museum of Pontevedra we try to be accessible to people with physical disabilities, in our programmes and activities, and in the materials and resources we offer.

Physical accessibility is adapted to different types of disabilities by removing architectural barriers and providing wheelchairs, adapted toilets, magnetic loops and information in different languages to visitors. For people with sensory disabilities, we have educational materials in different formats and offer guided tours in sign language or personal devices with pre-recorded virtual tours.

2. Inclusion:

We are aimed at making everyone feel included, regardless of their origin or cultural background, so we offer other options to attract visitors who have some kind of diversity. We explore new techniques to make the museum accessible to all visitors.

Thus, we adapt the visits to different groups with cultural, social, mental or physical diversity and we create specific workshops or themed exhibitions.

3. Guidance and information:

The guidance and information provided by our museum is accessible to all people.

We offer explanations in different languages, a simple map and individual attention to resolve any doubt about the exhibition.

4. Dissemination:

We promote clear, simple and concise communication and the use of non-sexist language accessible to all visitors. Moreover, sign language interpretation is available to people with disabilities.

5. Innovation:

We follow the latest trends in terms of adaptation and specialisation in order to offer visitors the best possible experience in a cultural environment.

6. Pleasant and safe environment:

We offer all visitors a safe and pleasant environment and, at the same time, inform them about safety rules and measures. We also have friendly and skilled staff who are happy to inform visitors and help them if necessary.



Conclusions on quality policies

Participation and collaboration in the museum are essential for our success. Quality policies can help us foster a culture of inclusion and diversity, promote active community participation, collaborate with other institutions, encourage transparency and communication, and receive appropriate feedback and assessment. By implementing them, we hope to create a more active, involved and committed environment so as to fulfil our goals and values.

Responsible management of our museum involves clear and defined policies. Conservation and preservation of our collections, responsible dissemination of information, accessibility, research and education, and ethical integrity and transparency are fundamental to fulfil our mission. By implementing these policies, we hope to achieve sustained success and acceptance by society.

Continuous quality improvement is important to set strategic objectives and goals, carry out systematic planning and assessment, evaluate visitors' satisfaction, train staff, improve facilities and technology, and encourage community involvement. Good management of these aspects will enable us to enhance the experience of visitors, increase the participation of the community and improve the quality of the institution.

Visitors' satisfaction is important for the museum. In order to establish quality policies that improve visitors' satisfaction, we must provide a pleasant and engaging experience, clear and accurate signage, promote staff training to provide an adequate service to visitors, regulate the flow of visitors, offer additional services and amenities, and obtain feedback from visitors. With these measures, we seek to offer an exciting and unforgettable experience to our visitors so that they can meet their educational, cultural and recreational expectations.

Innovation is an important part of the success of any museum. To achieve a high-quality policy for innovation, we must encourage experimentation and creativity, establish collaborative partnerships, develop and use advanced technologies, involve visitors, seek feedback and train our staff in innovation. In this way, we will not only succeed in presenting our cultural heritage and collections, but also in using new technologies to enhance our visitors' experience.

Museum's social responsibility is essential in terms of environmental sustainability, so our quality policies are focused on this aspect. Waste reduction and proper waste management, the promotion of sustainable transport, and awareness and education on environmental and sustainability issues are the basic components of a sustainable and high-quality museum. Therefore, these policies will not only help to have an overall impact on the environment, but will increase visitors' awareness by promoting a more sustainable behaviour.

Thanks to the establishment of **inclusive quality policies**, all visitors can enjoy our cultural offer. The need for adaptation and distinctiveness, a comfortable and safe environment, and accessibility must be met so that it can be enjoyed by all visitors. Inclusion and quality are fundamental parts of any cultural project, and fulfilling them is vital for any cultural entity wishing to reach everyone.