



Quality management review

UTechS Mass Spectrometry for Biology



Institut Pasteur

Head UTechS: Julia Chamot-Rooke
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Quality cor.: Thibaut Douché

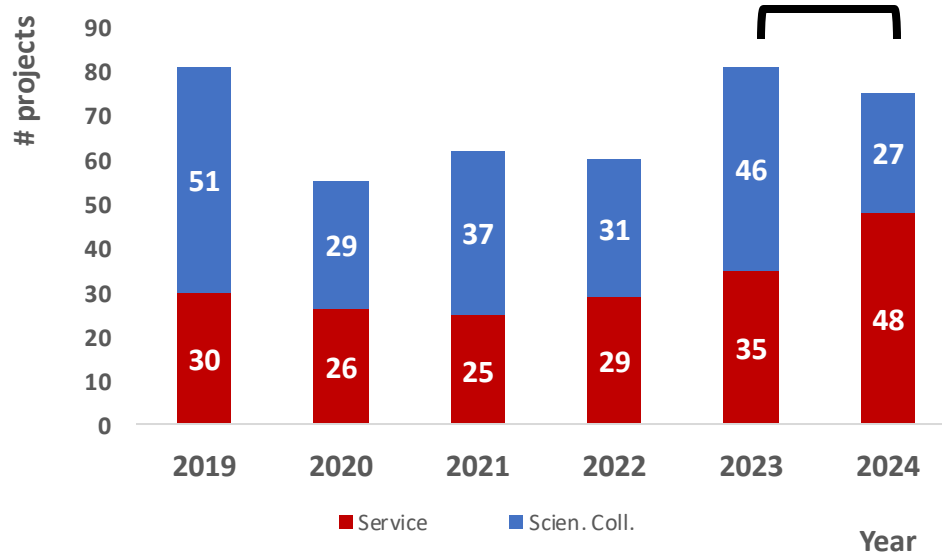
Institut Pasteur
25-28 rue du docteur Roux
75724 Paris Cedex 15

Process

Service and Scientific collaboration

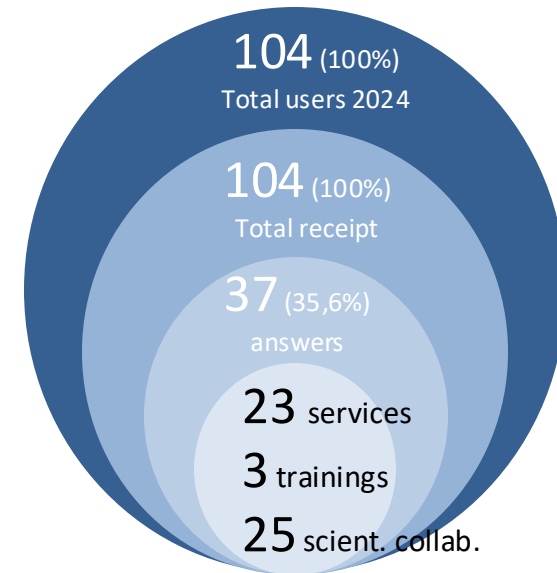
Platform activities per full year:

Number of projects



Details of the survey: Oct-23 to Oct-24

- **LimeSurvey** (C2RT session)
- **Link 1: 7 common questions**
- **Link 2: 6 MSBio specific questions**
- **Targets:** 60 direct collaborators
44 unit/group leaders



Process

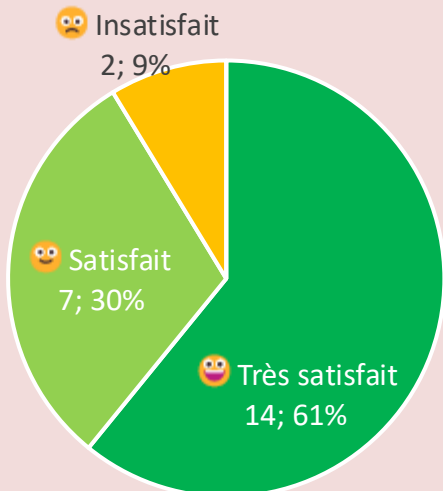
Service and Scientific collaboration

Are you satisfied with the response time when you first make contact?

Are you satisfied with the completion time?

Service

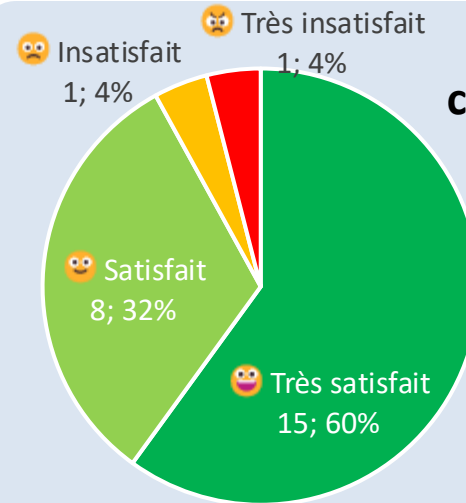
91.3%



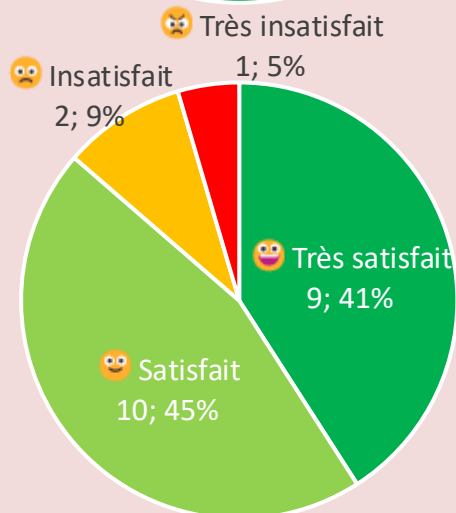
response time

Scientific collaboration

92.0%

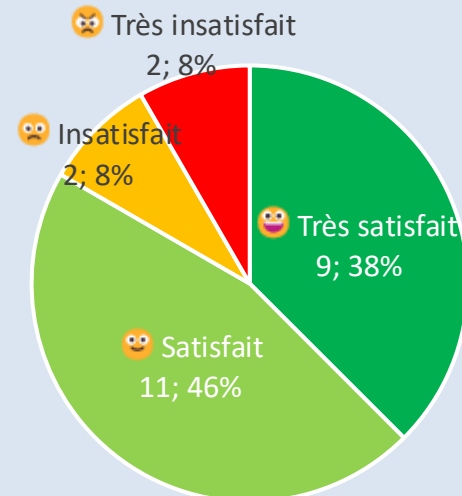


86.4%



completion time

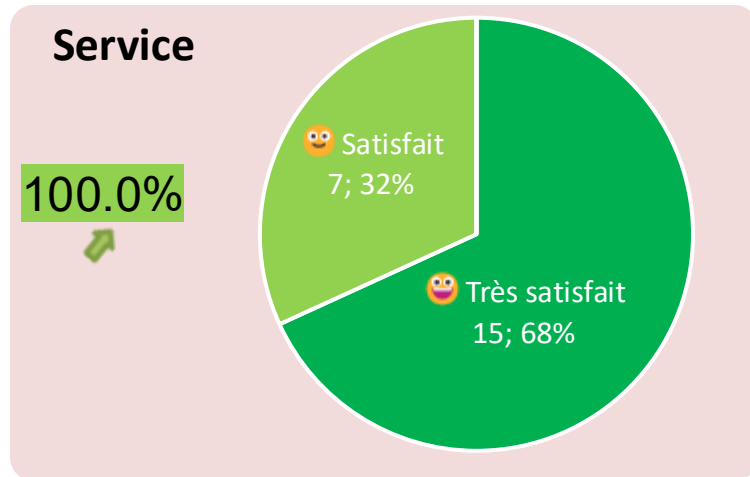
83.3%



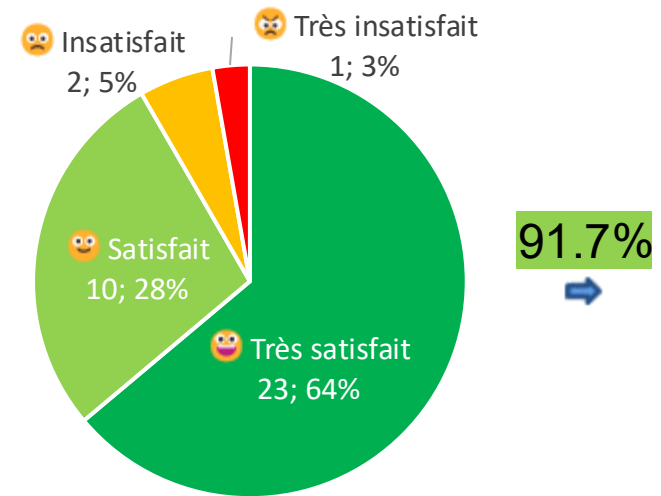
Process

Service and Scientific collaboration

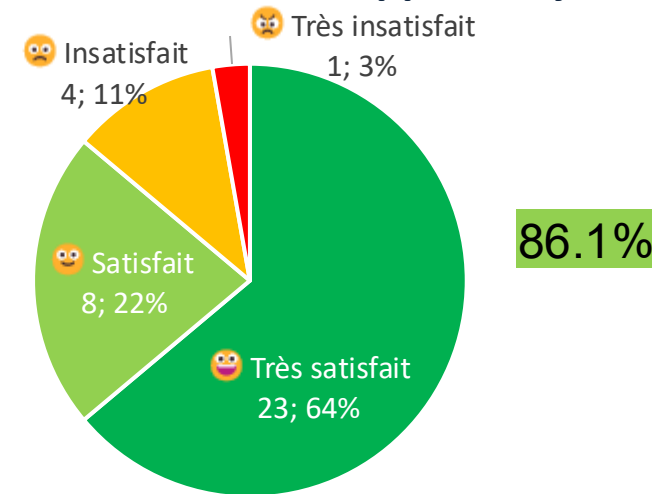
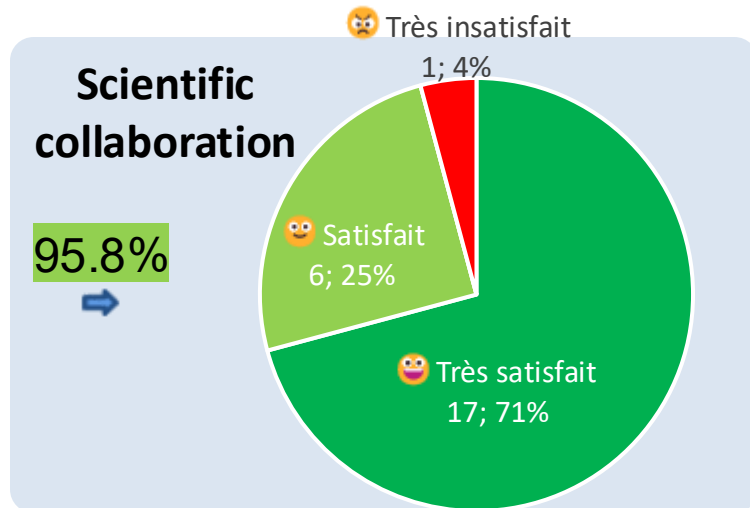
Are you satisfied with the quality?



Are you satisfied with the advice and solutions given?



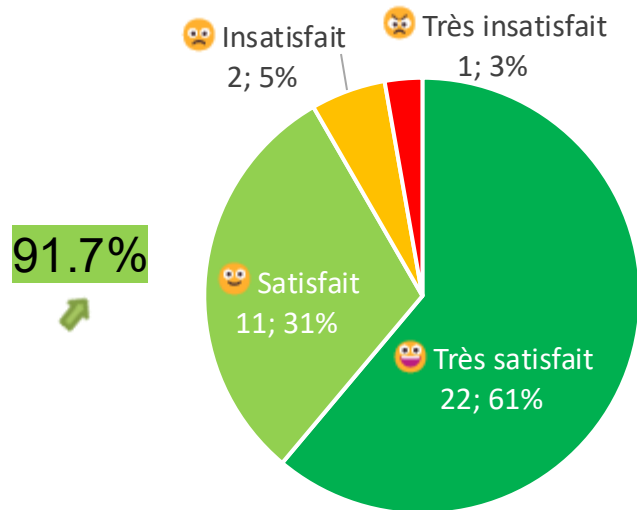
Are you satisfied with the support of your needs?



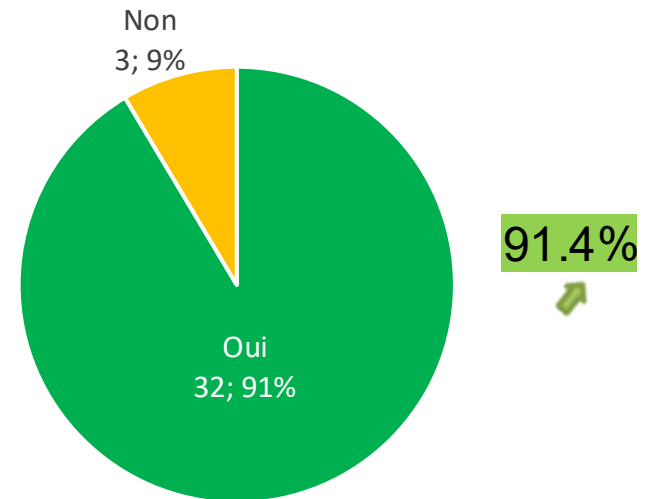
Process

Service and Scientific collaboration

What is you overall satisfaction?



Will you use our services again?



Evolution 2022 - 2024	2019	2020	2021	2022	2023	2024
Nb of participants	46	32	46	25	35	37 (48)
Service / Collaboration (%)	35 / 65	35 / 65	30 / 70	56 / 44	34 / 66	48 / 52
Overall satisfaction	97	92	90	81	79	92
Will you use our services again?	100	88	91	78	79	91