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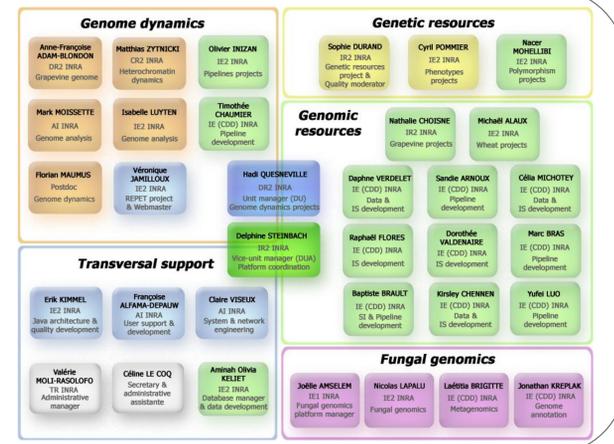
URGI

The « Unité de Recherche Génomique Info » (URGI), is a research unit in genomics and bioinformatics at the Institut National de la Recherche Agronomique (INRA). It is dedicated to plant and crop pathogens. The URGI research activities cover data integration and genome structure and its dynamics.

URGI hosts a platform belonging to the ReNaBi network of the French bioinformatics platforms. In this network, it belongs to the Aplibio pole that gathers all Ile-de-France ReNaBi platforms. URGI platform was labeled as a “strategic bioinformatics platform” at INRA level (by the CNOC committee) and at national level by GIS IBISA, an entity that coordinates a national network of platforms in life sciences.

URGI platform missions are:

- Develop an information system for genetics and genomics data of plant and fungi
- Develop pipelines for data analysis corresponding to URGI expertise and fields of research.
- Maintain a repository with integrated data for plants and fungi of interest for INRA
- Provide a support for large collaborative project (data management, genome annotation and data analysis)
- Provide tools, training and expertise for its users
- Provide computer resources



Why implement Quality ?

- Federate URGI members around the improvement of working methods
- Improve results reliability and traceability
- Improve user satisfaction
- Keep CNOC and IBISA labels and the underlying funding
- Reinforce confidence for potential new projects in partnership

Milestones to Quality

- 2006: follow the INRA system of reference
- 2008: follow the ISO 9001: 2008 standard
- January 2008: define activities and classify them into processes
- October 2010: define Quality policy and objectives
- October 2010: partial internal audit
- November 2010: define indicators for each objective
- Since November 2010: annual process reviews
- Since January 2011: annual management reviews
- December 2011: Quality manual
- January 2012: 10 processes identified with associated documents

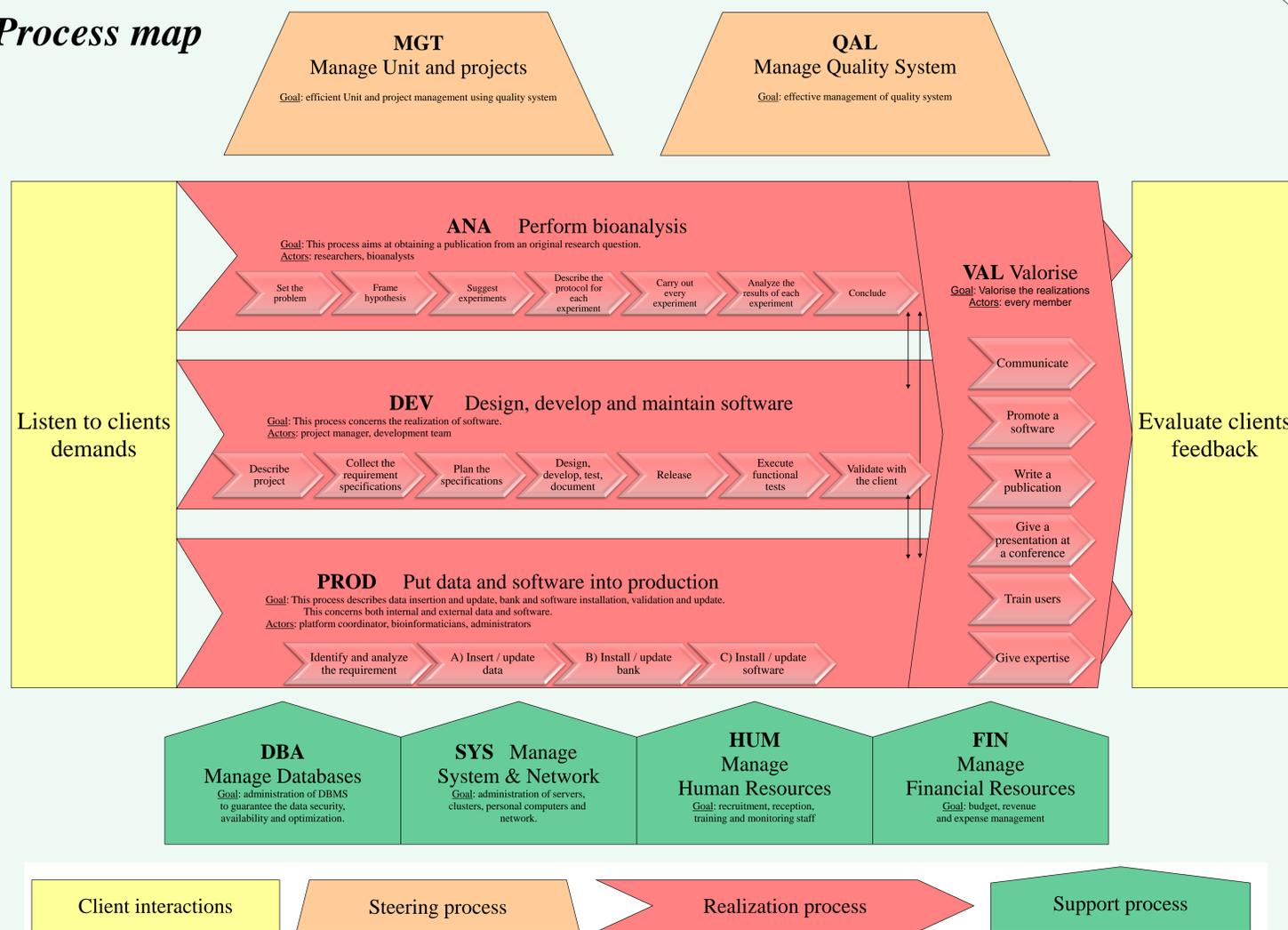
Team implication

URGI has established a quality control process to meet the requirements and specificities of its activities, including platform services. As part of its activities, the management is committed to ensure competences and availability of personnel and equipments. Staff is committed to satisfy its users and to continuously improve their satisfaction. Each member is engaged in the quality process to achieve the following objectives:

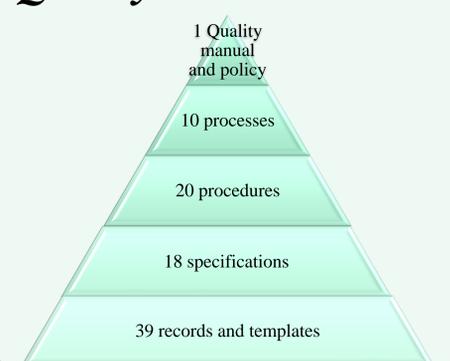
Objectives

1. To improve the control of platform processes and the quality of the offered services
2. To provide robust software and databases
3. To provide robust computer resources
4. To provide up to date high quality data
5. To manage bioinformatics for large collaborative projects
6. To improve user support
7. To share skills among platform agents
8. To obtain a national and an international visibility

Process map

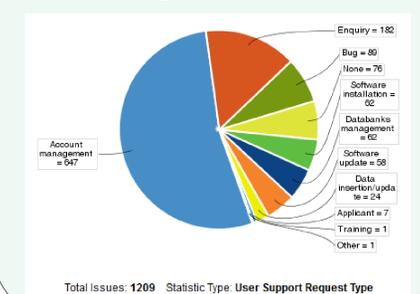


Quality documents



Some indicators in 2011

- 131 indicators
- 24 nonconformities since 2010
- 34 running projects
- 145 installed software
- 372 installed databanks
- 7 training sessions organized
- 13 publications in journals with reading committee (ACL)
- 153 months for non-permanent positions
- 1209 user requests since 2010



Tools for Quality management

- **JIRA**: electronic task manager. Initially used to track bugs, tasks, and entire software development projects, but also suitable to trace other activities, including user request, nonconformities, ...
- **Alfresco**: electronic document manager. Store and archive all the documents of the URGI Unit, including Quality documents

Results

- Everyone has a global vision on all URGI activities and a detailed vision of his/her process(es)
- Everyone knows his/her role in the activities
- Existing quality documents are useful and up-to-date
- Procedure execution knowledge is shared and actors improve the procedures
- Better knowledge transfer during staff departure / arrival
- Better organization and better activity management
- Better reactivity to handle problems (nonconformities)
- Good traceability of activities
- Process and management reviews participate to staff awareness

Perspectives

- Internal audit in June 2012
- ISO 9001 certification audit to be planned in October 2012

Acknowledgements

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