

COMMON CERTIFICATION SYSTEM PANHERA

PROJECT N° 2018-1-R001-KA204-049274



COMMON CERTIFICATION SYSTEM PANHERA PROJECT



THE PANHERA PROJECT COVERS 6 COUNTRIES
WITH SIX DIFFERENT LEGISLATIONS
WITH SIX DIFFERENT CULTURES
WITH SIX DIFFERENT USES AND CUSTOMS



AFTER STUDYING THE SITUATION
IT IS IMPOSSIBLE TO ESTABLISH A SYSTEM OF
CERTIFICATION
PROPERLY SAID
WE DO NOT HAVE THE LEGAL CAPACITY OR
ENOUGH RESOURCES TO IMPLEMENT A
CERTIFICATION MODEL

**WHAT WE CAN PROMOTE IS A MODEL OF
GOOD PRACTICES THAT HELPS TO IMPROVE
THE ESTABLISHMENTS IN OUR TERRITORIES**



WHAT IS A MODEL OF GOOD PRACTICES?

WHAT ARE GOOD PRACTICES MANUALS?



WHAT IS A MODEL OF GOOD PRACTICES?

It is an improvement system based on trying to copy or adapt cases of existing

WHAT ARE GOOD PRACTICES MANUALS?

They are documents that bring together recommendations of the most relevant aspects of any sector



PANHERA GG.PP. manuals

1. Goals
2. Profits
3. What are PANHERA GG.PP. Manuals?
4. Scope of the GG.PP. Manuals
5. What is a Good Practice?
6. Types of Good Practices
7. Structure of the GG.PP. Manuals
8. Self-evaluation
9. Conclusions

1

Goals



1 Goals

- › Explain what the Good Practice Manuals are.
- › Define what trades and their scope.
- › Define what type of Good Practices we propose.
- › Design a structure for the Manuals.



2

Profits



2 Profits

- › Introduce and facilitate the improvement of the quality of care for the professionals who carry out the work, introducing the best available evidence.
- › Have information that facilitates the planning of improvements, preparing quality plans in services.
- › Provide professionals with a powerful instrument for management.
- › Guarantee quality attention to the users.
- › The introduction of self-evaluations methods, by being able to compare one's own practice with that established in the Manual.



3

What are good practice manuals?



3 What are PANHERA good practice manuals

The Good Practice manuals are documents that collect the requirements and guidelines that we consider that establishments that serve pilgrims and tourists should take into account.



3 What are good practice manuals

The Good Practice Manuals have a triple function:

Be the reference and consultation document.

Serve as a self-assessment tool.

Serve as a tool for a potential evaluator in the future.



4

Scope of the Good Practice Manuals



4 Scope of the Good Practice Manuals

In this first phase we have prioritized those services that are most demanded by pilgrims and tourists:

Hostels



Hotels



Restaurants



5

What is a good practice?



A Good Practice is a quality standard or requirement proposed .

Example of Good Practice:

IS THERE AN ORGANIZATION CHART AND ARE THE RESPONSIBILITIES PER JOB DEFINED?

← Title

Explanation



There is a documented organization chart in which hierarchical dependencies and interrelationships between positions are identified. The functions and responsibilities are defined, as well as the substitutions per job position.

Both the organization chart and the functions and responsibilities are known by the entire work team.

Docs – Organization chart

Doc– Roles and responsibilities of each job

Documents to
create



6

Types of Good Practices



6 Tipos de Buenas Prácticas

After studying different quality standards we opted for three types of good practice manuals

- › **Transversal Good Practices.**
- › **Own Good Practices.**
- › **COVID Good Practices.**



6 Types of Good Practices

Transversal Good Practices

IS INTERNAL COMMUNICATION PROMOTED?

The management promotes internal communication, especially in exchange for shifts or interdepartmental relations, whose work requires absolute coordination.

score: 1,3,4,5 o n/a



6 Types of Good Practices

Own Good Practices (Hostel)

IS THERE NATURAL LIGHT IN THE BEDROOMS?

All bedrooms have windows that allow natural lighting

score: 1,3,4,5 o n/a



COVID Good Practices (RESTAURANTS)

ARE PREVENTIVE MEASURES ESTABLISHED IN THE RECEPTION OF RAW MATERIALS??

score: 1,3,4,5 o n/a

When receiving raw materials, at least the following are taken into account:

There is a space reserved for the receipt / return of merchandise located near the merchandise access door, physically or temporarily separated from the rest of the areas.
The delivery personnel, who comply with their own prevention and hygiene protocol, do not exceed the reception area.

In this reception area:

The packaging of the received goods is eliminated?

The delivery notes and receipts are left on the table to avoid contact with the supplier and remain in this reception area?

The devices used (thermometers, pens, etc.) are always used by the same person? If shared, they must be disinfected after each use.

After receipt and / or handling of packages / orders, the area is cleaned and disinfected and the staff washes their hands with water and disinfectant soap.

7

Structure of Good Practices manuals



7 Structure of Good Practices manuals

The manuals are structured by sectors and within each sector by chapters and each chapter is made up of several modules :

Chapters:

- TRANSVERSAL
- OWN
- COVID

Modules

DIRECTION, MARKETING
ROOMS, COMMON AREAS, KITCHEN



7 Structure of Good Practices manuals

The transversal Modules are:

Management

People Management

Relationships with customers

Relationship with suppliers

Sales and Marketing



7 Structure of Good Practices manuals

The modules of each sector are different, Ex:

- › Basic Customer Service
- › Bookings
- › Billing
- › Etc.



7 Structure of Good Practices manuals

Módulo COV: COVID-19



7 Structure of Good Practices manuals

Example: hotel

Chapters	Description	Module
Transversal GG.PP.	Those modules that evaluate general aspects of all sectors	* Management * HH.RR. *
Own GG.PP.	Modules that are specific to each sector	* recepción * habitaciones * reservas
COVID GG.PP.	modules to prevent COVID infections	- COVID

8

Self evaluation



8 Self evaluation

As we do not have the legal capacity or the necessary resources to implement a certification, we consider that the best method is self-assessment.

From the PANHERA project we will provide the manuals so that interested establishments can improve



8 Self evaluation

Cada Buena Práctica debe ser autoevaluada en una escala entre **1** y **5** esquema:

1 Suspense. It does not comply with anything.

2 Suspense. It does not fully comply.

3 Approved. It complies.

4 Advanced. It complies in an excellent way.

5 Outstanding. Compliance is an example for everyone .



8 Self-EVALUATION : example



HOSTEL. MOD. ROOMS

IS THERE NATURAL LIGHT IN THE BEDROOMS? .

score, 1,2,3,4,5, or n/a

THERE ARE CABINETS OR LOCKERS AT THE CUSTOMER'S DISPOSAL .

score, 1,2,3,4,5, or n/a

THE BUNKS HAVE ANTIFALL MECHANISMS .

score, 1,2,3,4,5, or n/a

IS THERE A PANEL WITH THE EMERGENCY PLAN?

score, 1,2,3,4,5, or n/a

9

Conclusions



9 Conclusions

- › IT IS NOT POSSIBLE TO LAUNCH A CERTIFICATION MODEL WITHOUT A PLURINATIONAL LEGAL FRAMEWORK THAT COVERS IT.
- › There are no financial resources foreseen for the implementation of a certification model .
- › We consider that the best option, which can give better results in the 6 countries, is the dissemination of some good practice manuals.
- › A Good Practice is a proposed quality standard or requirement.
- › The GG.PP. Manual is the document that collects the recommendations and guidelines to be applied in a tourist company or service.



9 Conclusions

- › We propose the implementation of 3 GG.PP. Manual.
- › Each manual as 3 Chapters:
 - › Transversal.
 - › Own activity
 - › COVID
- › Each Country can adapt the modules to its legislation, social reality, ways of doing things, etc.



9 Conclusions

- Only to be able to adapt these three manuals of good practices to the reality of each country would we need a second phase of the PANHERA project



THANKS YOU FOR YOUR ATTENTION