



UNIVERSITÀ
DI PISA

From strategy to improvement

My role in the Planning, Organisation, and Evaluation Office

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My office

The Planning, Organisation and Evaluation Office supports the University in processes that turn objectives, data, quality and organization into governance tools. It oversees strategic and ministerial planning, the performance cycle, quality assurance, evaluation activities and the University's organizational model, helping ensure consistency between institutional guidelines, expected outcomes, organizational structures and improvement processes.

Planning, Organisation and Evaluation Office

University Planning Unit

Surveys and Data Analysis Unit

Quality Assurance and Accreditation Unit

Evaluation and Performance Cycle Unit

University Organisation Unit

University Planning Unit

University Planning Unit

The University Planning Unit supports the University in processes that turn strategic objectives and ministerial requirements into clear planning tools. It deals with the three-year ministerial planning process, the University Strategic Plan, regular monitoring activities and support for performance documents. In this way, it helps ensure that University projects and objectives are aligned with institutional priorities and expected results.

PRO3

ministerial three-year
planning cycle

- submission of University projects and their periodic monitoring
- The ministerial budget can only be confirmed if the targets are achieved.

AVA3

indicators

- The assessment of results is used in forming the periodic accreditation judgement.
- trends and comparisons

PSA

University Strategic Plan

- Indicators and targets are essential tools for translating the University Strategic Plan into measurable results.
- The Performance Report includes the monitoring of the Strategic Plan.

Quality Assurance and Accreditation Unit

Quality Assurance and Accreditation Unit

The Quality Assurance and Accreditation Unit supports the University in processes that turn quality standards into practical tools for teaching, research and third mission activities. It deals with quality assurance, accreditation procedures, training activities, evaluation questionnaires and support for the Quality Assurance Board. In this way, it helps ensure that University activities are monitored, improved and consistent with national quality requirements.

SUA-CdS

Annual Study Programme Form

- Now, I only provide a few documents for the degree programmes to comment on.

SMA-CdS

Annual Monitoring of Study Programmes

- Many requests for advice come from this document.
- Understanding how indicators are constructed helps us interpret the data correctly.

SMA-PhD

Monitoring and Review Form for PhD Programmes

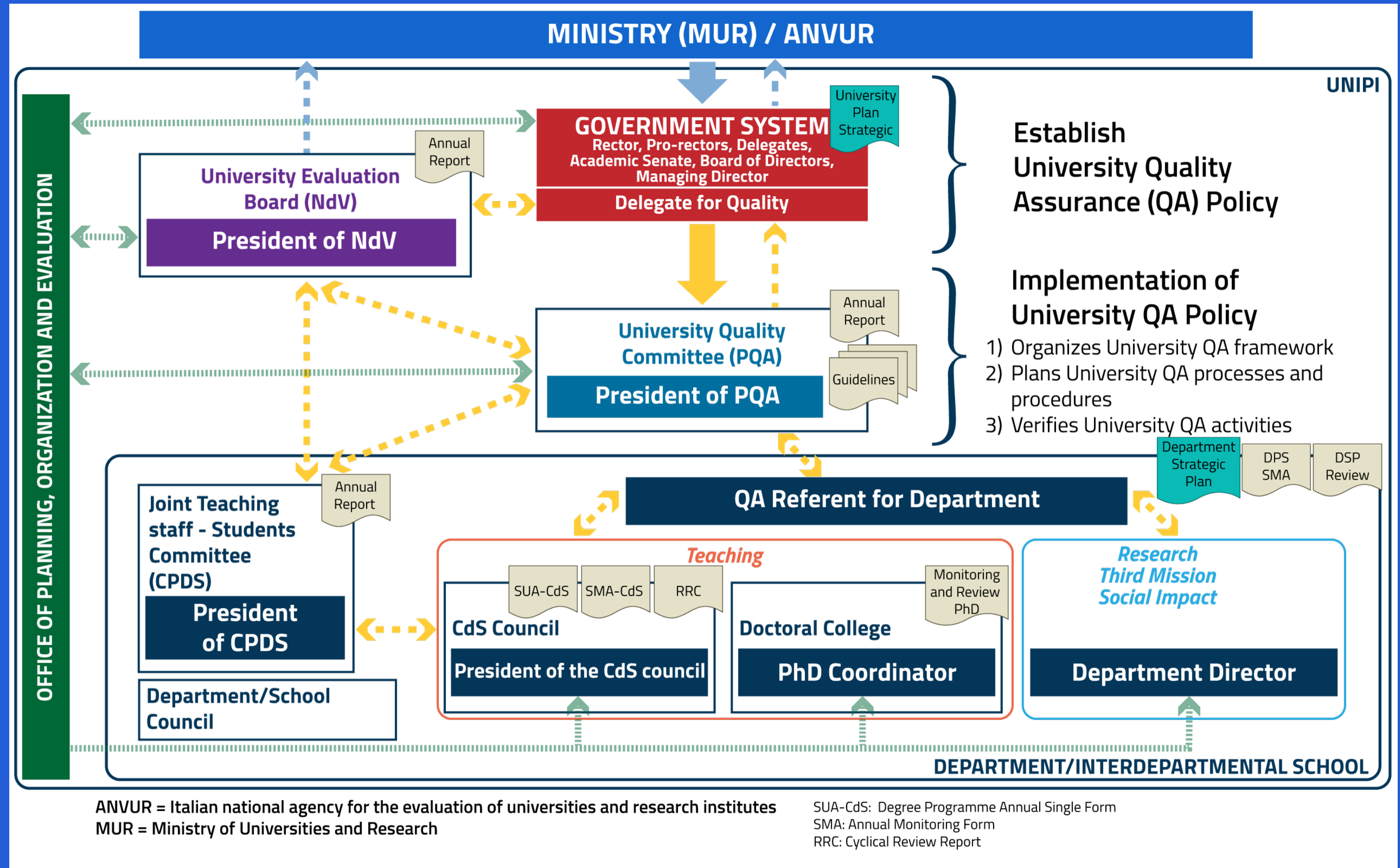
- Repository

SMA-PSD

Annual Monitoring Sheet of the Departmental Strategic Plan

- Data collection
- Advicing

Overview of UniPi



Surveys and Data Analysis Unit

Surveys and Data Analysis Unit

The Surveys and Data Analysis Unit supports the University in processes that turn data and opinions into useful information for decision-making. It deals with ANVUR surveys, Customer Satisfaction surveys, dashboards, data analysis and the Good Practice project. In this way, it helps ensure that the University can understand the needs of students, staff and users, and use evidence to improve its services.

Surveys

- Satisfaction questionnaires for QA training courses
- Satisfaction questionnaires on services for academic and technical-administrative staff
- Organisational well-being questionnaire

Data collection

- for the calculation of AVA3 indicators
- for the Good Practice project

PDF and PBI reports

- Students' opinions on teaching, organisation, and services
- Feedback for QA training courses

Evaluation and Performance Cycle Unit

Evaluation and Performance Cycle Unit

The Evaluation and Performance Cycle Unit supports the University in processes that turn objectives, results and monitoring activities into tools for performance management. It deals with the Performance Cycle, the PIAO, the Annual Performance Report, the Performance Measurement and Evaluation System and support for the Evaluation Board. In this way, it helps ensure that objectives are planned, monitored and reported in a clear and consistent way.

POI index

Institutional Organisational Performance index

- Collecting the information
- The POI index is mainly based on the indicators of the Strategic Plan.

Performance report

- Analysis and commentary on indicators
- The Performance Report includes the monitoring of the Strategic Plan.

PIAO

Integrated Activity and Organisation Plan

- Analysis and commentary on indicators relating to graduates' profiles and employment status

University Organisation Unit

University Organisation Unit

The University Organisation Unit supports the University in processes that turn organisational needs into clear structures, rules and responsibilities. It deals with the University’s organisational model, organisational measures, regulations, directives, transparency requirements and process mapping. In this way, it helps ensure that the University’s structures and responsibilities are coherent, updated and aligned with institutional needs.

Organisational Acts of the University of Pisa

ABOUT US ORGANISATION ORGANISATIONAL ACTS OF THE UNIVERSITY OF PISA

The organisational structure of the University, adopted following the complex reform process introduced by Law No. 240 of 30 December 2010, is organised as follows in order to pursue its institutional objectives:

- **20 Departments:** structures responsible for pursuing the institutional objectives of teaching, research and the third mission;
- **8 University Centres:** structures with their own resources as well as managerial and administrative autonomy, with the aim of promoting, coordinating and developing research and/or training activities, or for the management or provision of particularly complex services of general interest that permanently affect the University;
- **2 Interdepartmental Schools:** structures responsible for ensuring coordination between multiple departments, with functions of coordination and rationalisation of teaching activities as well as management of common services;
- **3 Systems:** – the University Museum System (SMA) is a unified and coordinated system of museum facilities responsible for the development, management and promotion of the University’s museum heritage and collections; – the University Library System (SBA) is a unified and coordinated system of library and document structures of the University, responsible for the development, management, use, promotion and conservation of the bibliographic and documentary heritage; – the University IT System (SIA) is a unified and coordinated system of IT facilities responsible for the organisation, management and development of the University’s IT services.

The University’s organisational structure is completed by the **Central Administration**, which is divided into **9 directorates**, in addition to Offices and Units reporting directly to the Rector and the General Director, responsible for technical and administrative services and the management of general services supporting teaching, research and the third mission.

Main documents



Organisational charts

This section contains the University’s organisational charts, which are useful tools for visualising the hierarchical and functional relationships between the various organisational units and the staff. The organisational charts provide a concise representation of the organisational structure, facilitating understanding of the reporting relationships, responsibilities and internal structure of the University.

Organisational chart of the University	→
Organisational charts of Divisions	→
Organisational charts of Departments	→
Organisational charts of University Systems	→
Organisational charts of University Centres	→

Organisational and cross-departmental acts

Institutional appointments



Cross-cutting activity: website management

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ABOUT USACADEMIC BODIESUNIVERSITY QUALITY COMMITTEE

The University Quality Committee is responsible for overseeing the proper and consistent implementation of Quality Assurance (QA) procedures in teaching and research activities.

The duties, functioning and composition of the University Quality Committee are defined in [Article 20-ter of the University Statute](#) (as amended on 30 March 2024).

- The University Quality Committee organises, monitors and oversees the implementation of Quality Assurance procedures in accordance with the guidelines issued by the University governing bodies.
- The University Quality Committee:
 - promotes, initiates and supports information and training initiatives aimed at fostering a culture of quality, in order to ensure its continuous improvement within the University;
 - ensures interaction with the Evaluation Board and the proper flow of information among all internal and external stakeholders;
 - provides advice to the University governing bodies on matters relating to Quality Assurance, with a view to developing and implementing quality improvement policies across all areas of activity;
 - carries out advisory, support and monitoring functions with respect to University structures, in order to promote and develop improvement actions, also in light of the Annual Report of the Evaluation Board;
 - proposes methods, tools and procedures to achieve Quality Assurance objectives, supporting their implementation and verifying their effectiveness;
 - reports to the University governing bodies on its activities and on the implementation of Quality Assurance procedures within the University.
- The University Quality Committee is composed of six academic staff members, one for each of the cultural sectors laid down in Article 13, appointed by Rector's decree upon designation by the Academic Senate, one student representative and one PhD student representative designated by the Student Representative Council, and the Head, or their delegate, of the competent administrative directorate. The University Quality Committee is chaired by a faculty member appointed by the Rector from among its members. The term of office of the members is three years, with the exception of the student and PhD student representatives, whose term of office is two years. All mandates may be renewed once consecutively.
- The regulations laid down in article 13, paragraph 3, point c, may attribute further powers to the Committee as regards quality enhancement within the University, in compliance with state legislation.

Members

Prof. Lorenzo Di Bari
Chair
(for Area 2 – Chemical, Biological and Agricultural Sciences). The Decree of Appointment

Prof. Marco Romito
(for Area 1 – Mathematics and Computer Science, Physics and Earth Sciences). The Decree of Appointment

Prof. Antonello Di Paolo
(for Area 3 – Medical and Veterinary Sciences). The Decree of Appointment

Prof. Ciro Santus
(for Area 4 – Civil Engineering and Architecture, Industrial and Information Engineering). The Decree of Appointment

Prof. Alessandro Buono
(for Area 5 – Ancient, Philological-Literary and Art-Historical Studies; Historical, Philosophical, Educational and Psychological Sciences). The Decree of Appointment

Prof. Silvia Cervia
(for Area 6 – Legal Studies, Economics and Statistics, Political and Social Sciences). The Decree of Appointment

Dr. Cassandra Battiato
Head of the Planning, Organisation and Evaluation Office. The Decree of Appointment

Dr. Samuele Mantani
Student Representative. The Decree of Appointment

Dr. Iacopo Nannipieri
PhD Student Representative. The Decree of Appointment

Activities of the University Quality Committee

Reports of the Committee to the Governing Bodies

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Synoptic overview of activities carried out

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Meetings and Training Activities

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Archive of Past Compositions

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ABOUT USACADEMIC BODIESEVALUATION BOARD

The Evaluation Board is responsible for assessing the efficiency, effectiveness and quality of administrative management, teaching and research activities, as well as of the measures to support the right to study.

In these areas, it gives its opinion on the definition of relevant criteria and indicators, the approval of which is the responsibility of the Board of Directors, after obtaining the opinion of the Academic Senate.

It has operational autonomy and reports to the Rector on its work every three months.

Evaluation Board

Its functions and prerogatives are described in [art.15 of the Statute](#).

Members

Prof. Gionata Carmignani
(University of Pisa)
President
The CV, the Appointment Decree

Prof. Damiano Remorini
(University of Pisa)
The CV, the Appointment Decree

Prof.ssa Gloria Cappelli
(University of Pisa)
The CV, the Appointment Decree

Dott. Michele Bertani
(University of Parma)
The CV, the Appointment Decree

Prof.ssa Paola Saracino
(University of Milano-Bicocca)
The CV, the Appointment Decree

Prof.ssa Rosangela Odore
(University of Turin)
The CV, the Appointment Decree

Mr. Jacopo Matrone
(University of Pisa)
The Appointment Decree

Mr. Lucas Angelo Giannoccaro
(University of Pisa)
The Appointment Decree

Documentation on assessment activities

Annual Reports of the Internal Evaluation Board (Legislative Decree 19/2012, Articles 12 and 14)

+

Audit

+

Teaching

+

Research and Knowledge Valorization

+

Performance, Transparency and Anti-Corruption (Evaluation Board acting as OIV)

+

Regulations

+

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Unimap – Cerca Persone
Privacy Policy
Note legali

Accessibilità
Codice etico
Atti di notifica
Amministrazione

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ABOUT USWHO WE AREDATA AND SURVEYS

Data and Surveys

This is a space dedicated to consulting data, surveys, reports and interactive dashboards, supporting the University's monitoring and strategic planning.

Report and Surveys

This section provides interactive dashboards and summary reports based on official University data, which are useful for supporting analysis, monitoring and strategic decisions in the areas of teaching, administration and research.

Ranking

→

University Community

→

Departments

→

Doctoral programmes

→

Study programmes

→

Statistical Survey Policy

The University of Pisa's Statistical Survey Policy regulates the administration of all University surveys aimed at the academic community, including any other direct stakeholders.

University Statistical Survey Policy

↓

Guidelines for conducting surveys on the university community

↓

Request form

→

FIND OUT MORE

Good Practice Project

The **Good Practice (GP)** project, launched by the Politecnico di Milano in 1999, is a collaborative benchmarking initiative between Italian universities, aimed at improving the **efficiency** and **effectiveness** of administrative services.

It evaluates performance through cost analysis and satisfaction surveys aimed at students, lecturers and staff.

The results support continuous improvement and transparency in university management.

FIND OUT MORE

Ranking

ABOUT USQUALITY AND ASSESSMENT

The **AVA System** (Self-Evaluation, Evaluation and Accreditation) aims to verify and ensure the quality of teaching, research and third mission/social impact activities and other institutional and administrative activities carried out by Universities, according to a **Quality Assurance (QA) model**.

The model is based on the definition of **internal procedures** for the design, management, self-evaluation, and improvement of educational and scientific activities, as well as forms of **external verification**, in line with European standards. According to the **2023 – 2028 Strategic Plan**, the objective (n. 14) of our University is “to enhance the culture of Quality in the university community and improve the effectiveness of the QA System”.

The actions already undertaken and that will be further strengthened include:

- the creation of training courses on Quality Assurance.
- the implementation of awareness-raising actions aimed at disseminating a culture of quality and promoting the active participation of teaching staff, technical-administrative staff and students in response to ANVUR (National Agency for the Evaluation of the University and Research System) calls for experts;
- the implementation of an integrated information system aimed at simplifying and improving management control as well as the availability of data and information;
- the development of procedures and tools to support the implementation of the QA requirements within the Self-Evaluation – Evaluation – Accreditation (AVA) framework.

Main documents

- University Quality Policy (SA – Academic Senate – Resolution no. 235 of 20/09/2024 and GB no. 379 of 02/10/2024)
- Organisation of the University governance system and Quality Assurance system (SA Resolution no. 269 of 15/12/2025 e CdA no. 495 of 15/12/2025)
- Review of the Governance System (SA Resolution no. 184 of 11/07/2025)
- Review of the Quality Assurance (SA Resolution no. 217 of 17/09/2025)
- ANVUR Final Report on Periodic Accreditation of the University of Pisa and its Study Programmes (approved by ANVUR Governing Council Resolution no. 294 of 17/12/2019).
- Decree on the Periodic Accreditation of the University and its Study Programmes for Academic Years 2019/20 to 2023/24 (Ministerial Decree no. 227 of 19/06/2020)

Quality in the University

In order to foster the culture of Quality within the university community and to enhance the effectiveness of the QA System, the University has equipped itself with **processes** and **tools** designed to provide all members of its community (students, technical-administrative and teaching staff) with a “quality” environment for study, research and work.

Quality in the university system

→

Quality Assurance process

→

Organization and responsibilities of the QA System

→

Periodic accreditation process

→

Other accreditations and certifications

→

Quality in the Departments

The University promotes **continuous improvement** processes within its Departments in relation to the three institutional missions of Teaching, Research and the Third Mission.

Within their autonomous sphere of action, the Departments manage the fundamental Quality Assurance

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My contact details

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Ever tried. Ever failed.
No matter.
Try again.
Fail again. Fail better.

Samuel Beckett, *Worstward Ho*

*Thank you
for your
attention.*



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*Got a
question?*