



Our final goal: Serving the users

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The point of view of the user

- Our users have in mind their research objectives.
- The research facilities are tools for the users to obtain the results they are working for.
- Users expect the facility to be operational for their needs when they are allowed to use it.
- Most users are not experts in the operation of the facility.
- Most users therefore evaluate their requirements from their (or colleague's) past experience on the facility.

Users organizations

- Users often organize themselves in an organization to deal with the facility management, to help in the analysis of science needs and to lobby to get the best out of the facility.
- However users organizations tend to look at the facility through the “rearview mirror” of past experiences.
- Facility management must have a forward looking attitude when interacting with users organizations to help them integrate the future developments and capabilities of the facility.

Our users are our customers

- Quality is expected from the users
 - Understanding and agreement on what the facility has to offer.
 - Clear written procedures.
 - Transparent evaluation process for access allocation.
 - Delivery of what is promised.
 - Friendly help during access to the facility.
 - Reliable data treatment and transfer.
- Quality is an essential part of facility management
... but cats do not like to be told what quality must be!
- Expert users can be very helpful during commissioning and for further development of the facility.