UNIVERSITÀ DEGLI STUDI DI MILANO

CONCORSO PUBBLICO, PER TITOLI ED ESAMI, A N. 6 POSTI DI CATEGORIA D - AREA TECNICA, TECNICO-SCIENTIFICA ED ELABORAZIONE DATI, CON RAPPORTO DI LAVORO SUBORDINATO A TEMPO INDETERMINATO PRESSO L'UNIVERSITÀ DEGLI STUDI DI MILANO – DIREZIONE EDILIZIA - BANDITO CON DETERMINA N. 16034 del 4.12.2020, IL CUI AVVISO È STATO PUBBLICATO SULLA G.U. N. 2 DEL 8.01.2021 - CODICE 21294.

La Commissione Giudicatrice del concorso, nominata con determina n. 2171 del 16/02/2021, composta da:

Ing. Pizzoccheri Maria Alice	Presidente
Arch. Merluzzi Cesare	Componente
Arch. Carlini Federica	Componente
Dott.ssa Bernasconi Angela	Componente Aggiunta
Dott.ssa Vitiello Emilia Tiziana	Segretaria

comunica i quesiti relativi alla prova orale:

GRUPPO DI QUESITI NR. 1

- Il Candidato illustri cosa si intende e quali sono le finalità dell'"Accordo quadro" previsto ai sensi dell'art. 54 del Dlgs 50/2016.
- Il Candidato illustri compiti e responsabilità del Direttore dei Lavori, ai sensi della normativa vigente in materia di Lavori Pubblici.
- Il Candidato, in relazione alle tecniche di project management, facendo riferimento alla esecuzione di un Opera Pubblica, illustri gli strumenti di programmazione e controllo per il monitoraggio dell'esecuzione dei lavori.

Brano in inglese:
Producing something — whether it be a product, service, process or project — always involves a series of interconnected or complementary processes and tasks that have to be performed, and planning them effectively in advance often leads to better results. A quality plan helps organizations do just that, as it includes a specification of the actions, responsibilities and associated resources that are needed to achieve the desired outcomes. It is useful as it describes how an organization will actually go about producing the product or service and how these actions can have an impact on other processes or parts of the business. It is a particularly useful tool for validating new products, services or processes before the work begins and for demonstrating to stakeholders how their requirements are going to be met.

GRUPPO DI QUESITI NR. 2

- Il Candidato illustri la figura del Responsabile del Procedimento: chi è e quali sono i suoi compiti, ai sensi della normativa vigente in materia di Lavori Pubblici.
- Il Candidato illustri gli adempimenti necessari da espletare a cura dell'Amministrazione Appaltante dopo l'aggiudicazione e prima di procedere alla stipula del contratto.
- Il candidato illustri la fattispecie del Subappalto

Brano in inglese:
ISO 10005:2018, *Quality management − Guidelines for quality plans,* gives guidelines for establishing and applying quality plans, and it has just been updated to provide more guidance and more examples to be relevant to organizations of all shapes and sizes.

Roy Ackema, Convener of the working group that updated the standard, said that while it is not essential to have in place ISO 9001, ISO's flagship standard for quality management systems, in order to benefit from the guidance of ISO 10005, the two standards are based on many of the same concepts and principles, making them highly complementary to each other.

"ISO 10005 was updated to reflect modern business practices," he said.

GRUPPO DI QUESITI NR. 3

- Il Candidato illustri la figura del Coordinatore della Sicurezza nei cantieri: chi è e quali sono i compiti principali, ai sensi della normativa vigente.
- Il candidato elenchi e descriva sinteticamente i documenti di contabilità da tenersi durante l'esecuzione dei Lavori Pubblici.
- Il candidato illustri le categorie di rischio ai fini della prevenzione incendio.

Brano in inglese:
Actions you can take

- Recognize direct and indirect customers as those who receive value from the organization.
- Understand customers' current and future needs and expectations.
- Link the organization's objectives to customer needs and expectations.
- Communicate customer needs and expectations throughout the organization.
- Plan, design, develop, produce, deliver and support goods and services to meet customer needs and expectations.
- Measure and monitor customer satisfaction and take appropriate actions.
- Determine and take actions on interested parties' needs and expectations that can affect customer satisfaction.
- Actively manage relationships with customers to achieve sustained success.

GRUPPO DI QUESITI NR. 4

- Il Candidato illustri in quali casi è prescritto il collaudo in "corso d'opera".
- Il candidato illustri le procedure per il rilascio delle autorizzazioni di legge richieste per la realizzazione di un'Opera Universitaria.
- Il candidato illustri le fasi che caratterizzano l'avvio dei lavori di un cantiere dove sono previste opere di scavo.

Brano in inglese:
Statement
Leaders at all levels establish unity of purpose and direction and create conditions in which people are engaged in achieving the organization's quality objectives.
Rationale
Creation of unity of purpose and direction and engagement of people enable an organization to align its strategies, policies, processes and resources to achieve its objectives.
Key benefits

- Increased effectiveness and efficiency in meeting the organization's quality objectives
- Better coordination

of the organization's processes
- Improved communication between levels and functions of the organization
- Development and improvement
  of the capability of the organization and its people to deliver desired results.

GRUPPO DI QUESITI NR. 5
- Il Candidato illustri quali sono i vari tipi di procedura di scelta del contraente, ai sensi della normativa vigente in materia di appalto di Lavori Pubblici.
- Il Candidato illustri i contenuti del Progetto Definitivo previsti dalla normativa vigente e gli appalti nei quali normalmente viene impiegato;
- Il Candidato illustri cosa sono le Società Organismi di Attestazione (SOA)

Brano in inglese:
Statement
The primary focus of quality management is to meet customer requirements and to strive to exceed customer expectations.
Rationale
Sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties. Every aspect of customer interaction provides an opportunity to create more value for the customer. Understanding current and future needs of customers and other interested parties contributes to sustained success of the organization.
Key benefits
- Increased customer value
- Increased customer satisfaction
- Improved customer loyalty
- Enhanced repeat business
- Enhanced reputation of the organization.

GRUPPO DI QUESITI NR. 6
- Il Candidato illustri i contenuti del Progetto Esecutivo previsti dalla normativa vigente e gli appalti nei quali normalmente viene impiegato;
- Il Candidato illustri la fattispecie delle varianti in corso d'opera.
- Il candidato illustri cosa si intende per certificato di regolare esecuzione, ai sensi della normativa vigente in materia di Lavori pubblici.

Brano in inglese:
Actions you can take
- Define objectives of the system and processes necessary to achieve them.
- Establish authority, responsibility and accountability
  for managing processes.
- Understand the organization's capabilities and determine resource constraints prior to action.
- Determine process interdependencies and analyse the effect of modifications to individual processes on the system as a whole.
- Manage processes and their interrelations as a system to achieve the organization's quality objectives effectively and efficiently.
- Ensure the necessary information is available to operate and improve the processes and to monitor, analyse and evaluate the performance of the overall system.
Manage risks that can affect outputs of the processes and overall outcomes of the quality management system.

GRUPPO DI QUESITI NR. 7

- Il Candidato illustri i diversi tipi di collaudo previsti dalla normativa vigente.
- Il Candidato illustri le finalità e il contenuto della Programmazione Triennale.
- Il Candidato illustri il quadro normativo vigente relativo alla progettazione di un edificio Universitario

Brano in inglese:

ISO management system standards (MSS) help organizations improve their performance by specifying repeatable steps that organizations consciously implement to achieve their goals and objectives, and to create an organizational culture that reflexively engages in a continuous cycle of self-evaluation, correction and improvement of operations and processes through heightened employee awareness and management leadership and commitment.

The benefits of an effective management system to an organization include:

- More efficient use of resources and improved financial performance
- Improved risk management and protection of people and the environment
- Increased capability to deliver consistent and improved services and products, thereby increasing value to customers and all other stakeholders.

GRUPPO DI QUESITI NR. 8

- Il Candidato illustri i criteri di aggiudicazione di un appalto pubblico.
- Il Candidato illustri da quali soggetti è formato l'Ufficio di Direzione Lavori e in che momento va costituito.
- Il candidato illustri le caratteristiche progettuali e normative relative ai locali adibiti a deposito libri da realizzarsi in un edificio Universitario.

Brano in inglese:

WHAT IS A MANAGEMENT SYSTEM?

A management system is the way in which an organization manages the interrelated parts of its business in order to achieve its objectives. These objectives can relate to a number of different topics, including product or service quality, operational efficiency, environmental performance, health and safety in the workplace and many more.

The level of complexity of the system will depend on each organization's specific context. For some organizations, especially smaller ones, it may simply mean having strong leadership from the business owner, providing a clear definition of what is expected from each individual employee and how they contribute to the organization's overall objectives, without the need for extensive documentation. More complex businesses operating, for example, in highly regulated sectors, may need extensive documentation and controls in order to fulfil their legal obligations and meet their organizational objectives.

GRUPPO DI QUESITI NR. 9

- Il Candidato illustri i contenuti del Progetto di Fattibilità Tecnica ed Economica previsti dalla normativa vigente;
- Il Candidato illustri le finalità e il contenuto della Programmazione Annuale.
- Il candidato illustri le azioni previste dal D.lgs. 50/2016 per la progettazione degli interventi edilizio con importo inferiore a € 150.000,00

Brano in inglese:

Statement

Consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes that function as a coherent system.

Rationale

The quality management system consists of interrelated processes. Understanding how results are produced by this system enables an organization to optimize the system and its performance.

Key benefits

- Enhanced ability to focus effort on key processes and opportunities for improvement

- Consistent and predictable outcomes through a system of aligned processes
- Optimized performance through effective process management, efficient use of resources, and reduced cross-functional barriers
- Enabling the organization to provide confidence to interested parties as to its consistency, effectiveness and efficiency

GRUPPO DI QUESITI NR. 10

- Il Candidato illustri la procedura necessaria per l'ottenimento del Certificato di Prevenzione Incendi ai sensi della normativa vigente.
- Il Candidato illustri i documenti tecnico-economici che sono parte integrante del contratto.
- Il candidato illustri le misure da adottare nella progettazione di un edificio ai fini del risparmio energetico.

Brano in inglese:
ISO 9001:2008
Quality management systems — Requirements
ABSTRACT
ISO 9001:2008 specifies requirements for a quality management system where an organization

- needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and
- aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All requirements of ISO 9001:2008 are generic and are intended to be applicable to all organizations, regardless of type, size and product provided.
Where any requirement(s) of ISO 9001:2008 cannot be applied due to the nature of an organization and its product, this can be considered for exclusion.
Where exclusions are made, claims of conformity to ISO 9001:2008 are not acceptable unless these exclusions are limited to requirements within Clause 7, and such exclusions do not affect the organization's ability, or responsibility, to provide product that meets customer and applicable statutory and regulatory requirements.

GRUPPO DI QUESITI NR. 11

- Il Candidato elenchi gli Enti coinvolti nella richiesta di titoli autorizzativi nella realizzazione di un nuovo edificio Universitario.
- Il Candidato illustri cosa si intende e quali sono le finalità della "verifica dei progetti" previsto ai sensi dell'art. 26 del Dlgs 50/2016.
- Il Candidato, in relazione alle tecniche di project management, facendo riferimento alla programmazione di un Appalto di sola Costruzione, illustri le fasi caratterizzanti, nonché le cause che possono rallentare l'iter dell'Appalto;

Brano in inglese:
ISO MANAGEMENT STANDARDS AND THE CONCEPT OF A HIGH-LEVEL STRUCTURE

ISO's management system standards (MSS) are among the most widely used and recognized documents that we publish. They include standards such as ISO 9001, ISO 14001 and ISO 50001, which apply to quality management, environmental management and energy management respectively. In fact, there are more than 80 MSS. There's a lot to know, and even experienced standards users might want
to consult the complete list or find out more about how MSS work.

One of the fundamental principles is that all the standards can work together. Those who already use an MSS in one part of their business, and are considering implementing additional ones in another area, will find that the

process has been made as intuitive as possible. That's thanks to the High-Level Structure (HLS). The concept of HLS is that management standards are structured in the same way, regardless of the domain of
application.

GRUPPO DI QUESITI NR. 12

- Il Candidato illustri cosa si intende per collaudo tecnico-amministrativo, ai sensi della normativa vigente in materia di Lavori pubblici.
- Il Candidato illustri gli aspetti fondamentali di un Documento Preliminare all'Avvio della Progettazione.
- Il Candidato illustri la procedura necessaria per l'ottenimento del Certificato di Prevenzione Incendi ai sensi della normativa vigente.

Brano in inglese:

One of the definitions of a " principle " is that it is a basic belief, theory or rule that has a major influence on the way in which something is done. " Quality management principles " are a set of fundamental beliefs, norms, rules and values that are accepted as true and can be used as a basis for quality management.

The QMPs can be used as a foundation to guide an organization's performance improvement. They were developed and updated by international experts of ISO/TC 176, which is responsible for developing and maintaining ISO's quality management standards.

- This document provides for each QMP :
- Statement : Description of the principle
- Rationale : Explanation of why the principle is important for the organization
- Key benefits : Examples of benefits associated with the principle
- Actions you can take : Examples of typical actions to improve the organization's performance when applying the principle

GRUPPO DI QUESITI NR. 13

- Il Candidato illustri le verifiche necessarie dei requisiti generali dell'aggiudicatario della gara d'appalto
- Il Candidato illustri cosa si intende e quali sono le finalità della "Validazione"
- Il Candidato illustri le caratteristiche degli impianti tecnologici da prevedersi in un'aula didattica di oltre 100 posti.

Brano in inglese:

Actions you can take

- Communicate with people to promote understanding of the importance of their individual contribution.
- Promote collaboration throughout the organization.
- Facilitate open discussion and sharing of knowledge and experience.
- Empower people to determine constraints to performance and to take initiatives without fear.
- Recognize and acknowledge people's contribution, learning and improvement.
- Enable self-evaluation of performance against personal objectives.
- Conduct surveys to assess people's satisfaction, communicate the results, and take appropriate actions.

GRUPPO DI QUESITI NR. 14

- Il Candidato elenchi quali sono le figure responsabili nella conduzione e direzione dei lavori di un'opera pubblica e illustri sinteticamente i relativi compiti principali.

- Il Candidato illustri le finalità del Codice identificativo di gara (CIG) e del Codice Unico di Progetto (CUP)
- Il Candidato con riferimento alla normativa vigente sulle barriere architettoniche, illustri le soluzioni progettuali da prevedersi per la realizzazione di un edificio universitario.

Brano in inglese:
Statement
Decisions based on the analysis and evaluation of data and information are more likely to produce desired results.
Rationale
Decision making can be a complex process, and it always involves some uncertainty. It often involves multiple types and sources of inputs, as well as their interpretation, which can be subjective. It is important to understand cause-and-effect relationships and potential unintended consequences. Facts, evidence and data analysis lead to greater objectivity and confidence in decision making.

Milano, 11 marzo 2021

La Commissione

Ing. Pizzoccheri Maria Alice - Presidente

Arch. Merluzzi Cesare - Componente

Arch. Carlini Federica - Componente

Dott.ssa Bernasconi Angela - Componente Aggiunta

Dott.ssa Vitiello Emilia Tiziana - Segretaria