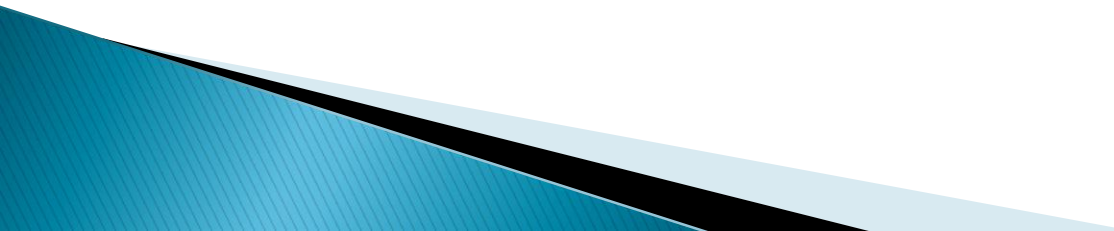




# Quality Matters

# History of Quality

- ▶ Quality has evolved over the last two centuries.
  - ▶ Started in the manufacturing sector and at that time was largely inspection based
  - ▶ Japan led the way in quality management (and still do to a certain extent) and the West (particularly USA) followed
- 

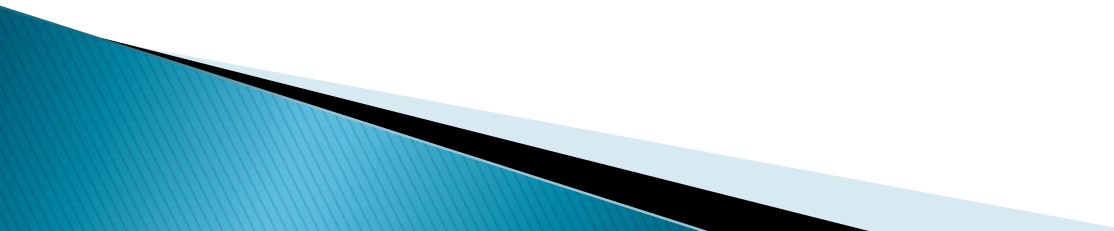
# What is quality?

“The totality of features and characteristics of a product or service that bear on its ability to satisfy a stated or implied need”

(ISO8402 – 1986 [www.ogc.gov.uk](http://www.ogc.gov.uk))

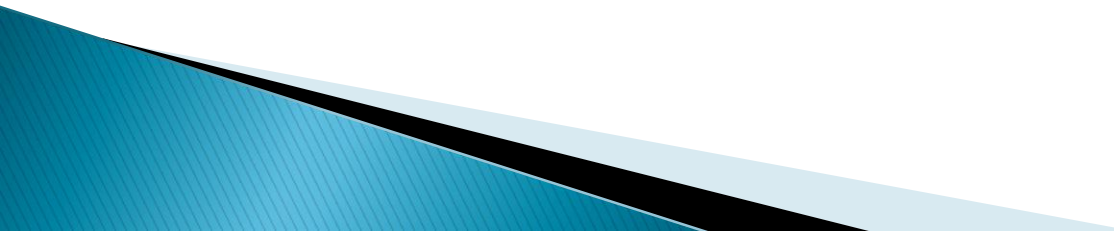


# Quality Frameworks

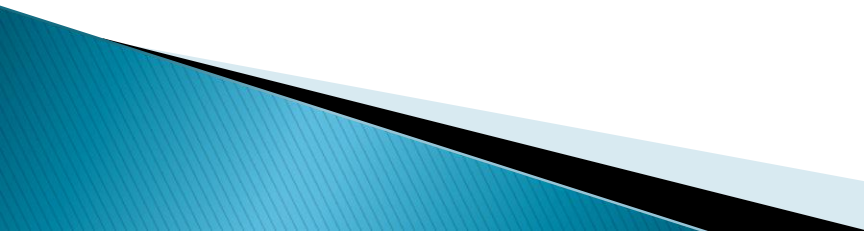
- ▶ PQASSO
  - ▶ IIP
  - ▶ Green Dragon
  - ▶ Workplace Health Awards
  - ▶ ISO
- 

# Benefits

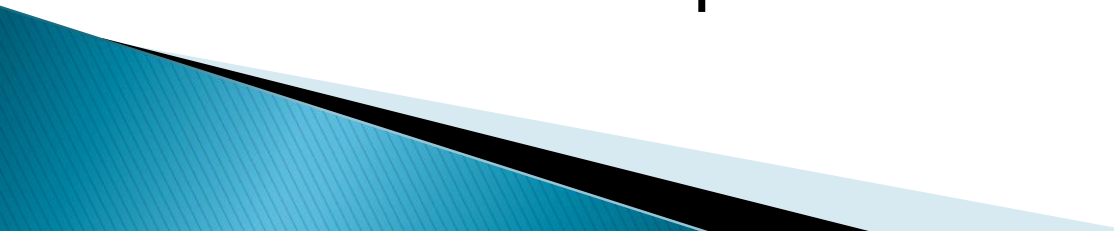
Quality Assurance systems help organisations to:

- ▶ Design, develop and deliver services to meet user needs
  - ▶ Run more effectively and efficiently making the best use of resources (people, money and buildings)
  - ▶ Plan with a clear focus on outcomes
  - ▶ Embed a systematic process focused on what you do (and manage change)
  - ▶ Communicate with a clear understanding and use of same terminology to key stakeholders
- 

# Benefits

- ▶ Can encourage the involvement of employees
  - ▶ Can reduce unnecessary costs
  - ▶ Increase in customer satisfaction
  - ▶ Greater uptake, repeat of service
  - ▶ Happy staff, low turnover
  - ▶ Greater credibility and legitimacy with funders
  - ▶ Better leadership and governance
  - ▶ More creative thinking, enabling new ways of working
- 

# PQASSO

- ▶ Developed by the Charities Evaluation Service and supported by the Charities Commission
  - ▶ Off the shelf quality assurance system that provides a step by step approach
  - ▶ Designed as a work pack – work at own pace and can self evaluate (no consultancy fees!)
  - ▶ Can progress to attain the Quality Mark – valid for 3 years if successful
  - ▶ Three levels
  - ▶ Covers 12 quality standards and promotes continuous improvement
- 

# PQASSO

## Progression:

- ▶ Implement PQASSO – through self assessment at your chosen level
- ▶ Apply for the PQASSO quality mark – externally assessed by Peer Reviewers
- ▶ Desktop Review – submit specific documents to the Peer Reviewers for assessment
- ▶ Site Visit
- ▶ Costs; Workpack for Self assessment £105
  - Quality Mark from £1350 – £5,200 plus expenses




# Green Dragon



- ▶ Green Dragon is an environmental management system (EMS) run by Groundwork
- ▶ Why not ISO 14001?
- ▶ 5 steps / levels (1,2 certificate only, 3,4,5 eligible to purchase and display a plaque)
- ▶ Related to cost saving
- ▶ All accredited organisations are displayed on their website
- ▶ Awards expire after 1 year

# Green Dragon

- ▶ Level One – Commitment to Environmental Management
  - ▶ Level Two – Understanding Environmental Responsibilities
  - ▶ Level 3 – Managing Environmental Impacts
  - ▶ Level 4 – Environmental Management Programme
  - ▶ Level 5 – Continual Environmental Improvement
  - ▶ Costs?
- 

# Workplace Health Awards



- ▶ Healthy Working Wales programmes:
  - The Corporate Health Standard (over 50 employees)
  - Small Workplace Health Award (fewer than 50)  
Developed to reduce ill health at work such as stress, as well as to promote healthy lifestyle behaviours
- ▶ Bronze, Silver and Gold levels (& Platinum)
- ▶ Retained for 3 years

# Workplace Health Awards

## ▶ Small Award:

- Core component topics:
  - Bronze; Health & Safety, Musculoskeletal Disorders
  - Silver; Commitment, engagement, managing pressure and stress
  - Gold; Business Outcomes, environmental awareness, attendance management
- Healthy Lifestyle topics:
  - Tobacco, healthy eating, physical activity, alcohol and work, drugs and work.
  - One topic is chosen at bronze level, two more at silver and the final two at gold.

# Contacts

## PQASSO

### Contact Charities Evaluation Service (CES)

- Tel: 020 7713 5722
- Website: <http://www.ces-vol.org.uk/PQASSO>

## Green Dragon

- Tel: 01656 727800
- E-mail: [enquiries@greendragonems.com](mailto:enquiries@greendragonems.com)
- Website: <http://www.greendragonems.com/index.html>

## Workplace Health Awards

### Paula Jenkins (Health Practitioner, NW)

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- E-mail: [Workplacehealth@wales.nhs.uk](mailto:Workplacehealth@wales.nhs.uk)
- Website: <http://www.wales.nhs.uk/sitesplus/888/page/63959>