

Quality Assurance and Performance Management

Audience

Managers and staff who have the responsibility for setting performance standards and monitoring service quality.

Aim

Equip participants with knowledge and skills to monitor standards in their organisations.

Objectives

- Discuss organisation's current procedure and systems of Quality Assurance.
- Identify participants own response to issues of quality.
- Establish an outline of how quality is currently understood within the organisation.
- Develop best practice components of quality within the Organization.
- Explore the organisations strengths and weakness in quality assurance.
- Create individuals and team action plans to set, improve and monitor quality assurance.

Course length: - 2-3 days

