

What does a quality organisations look like?

There are many and varied indicators of quality, depending on your position and interest in an organisation.

- Operating as a quality organisation is driven by a strong commitment to and action from the board, through senior management to the whole organisation, which builds a culture of quality.
- The organisation's operations are constantly looking for improvements through a variety of ways across all functions of the organisation. These are cyclical and planned events not random or singular 'one offs'.
- Focus is not only on improvements to outcomes for individuals but also on the means to achieving these.
- Contributing to ongoing improvements is part of every person's job
- There is a use of problem-solving approaches to address identified weaknesses. The focus is on underlying organisational processes and systems rather than blaming individuals
- Consultation and communication are key components of all facets of the organisation
- The organisation is flexible and responsive to identified opportunities for improvements and the associated change. 'Doesn't settle for the status quo'
- Organisations with high levels of staff engagement, where staff are strongly committed to their work and involved in decision-making, deliver better outcomes for people you support.

For organisations delivering a human service within a competitive market, it is vital to understand what a client or customer determines as a quality organisation. The following are some common elements of a quality organisation from the perspective of clients or customers.

Outcomes

- Their individual needs are met
- Their views on how their needs will be met are included in the planning and delivery of the service

Experiences

- They feel respected and are treated fairly and with dignity
- The environment of the service is safe and comfortable
- Their privacy is maintained at all times
- They have confidence in the skills, knowledge and experience of the service staff
- The organisation is responsive to any concerns raised

Depending on your particular clients, there may be additional indicators which you should be aware of. You can check what these might be by asking them.