

Choosing the Right Quality Standard



Which Quality Standard is right for your organisation?

To start with – three questions...

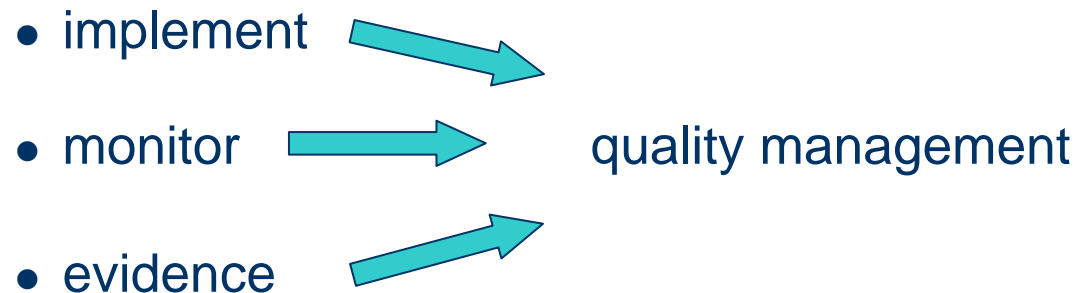
- What do we mean by 'quality'?
- Where are we now?
- Where do we need to be?

What does quality mean?

- Knowing what you want to do
- And how to do it
- Learning from what you do
- Developing your organisation and services
- Achieving what you set out to do
- Satisfying your stakeholders

What is a quality assurance system?

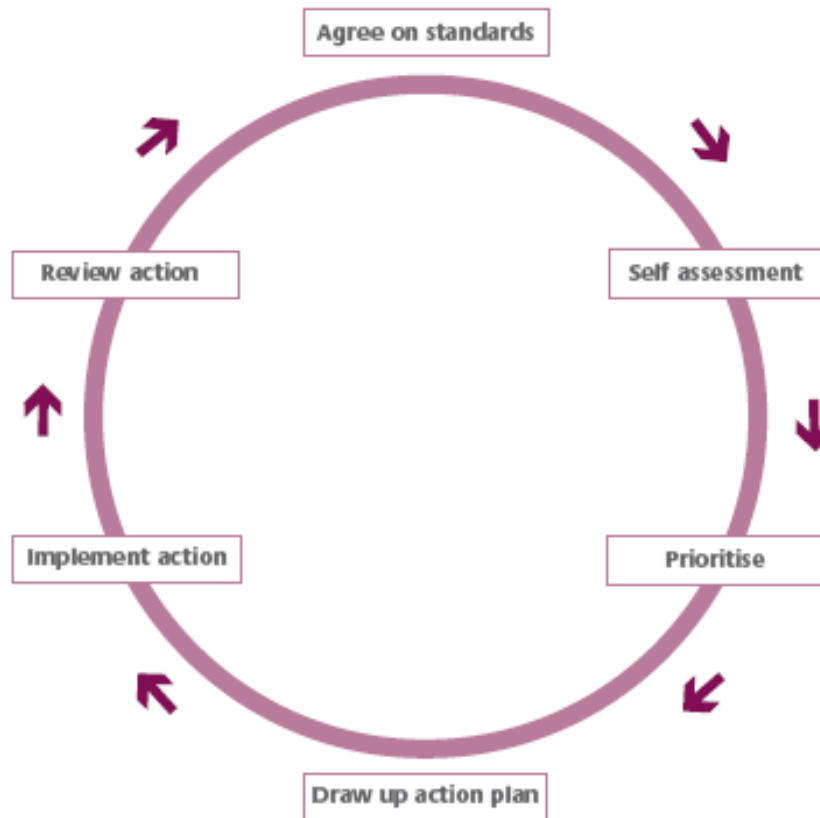
A formal system to



- Sets out expectations that a quality organisation should meet
- Is a tool for continuous improvement

Provides evidence of the quality of your organisation

Steps in a quality system



Issues related to quality

- Monitoring
- Evaluation
- Governance
- Planning – business, strategic, operational
- Performance management/improvement
- Impact, outcomes.....

Why does quality matter?

External Drivers:

Requirements imposed on your organisation

External Drivers

- Requirement for tendering, procurement, contracting
- Requirement from some funders, especially for local/central government funds
- Stronger funding applications and monitoring reports
- You can show stakeholders how well you are performing
- Help with forming partnerships
- Criteria for membership of umbrella or parent bodies
- You can gain external recognition or validation

Why does quality matter?

Internal Drivers:

Reasons from within your organisation

Internal drivers

- Better understand what you are doing and why
- Find out what is working and what is not
- Improve your services
- Decide where to put resources more easily
- Stronger funding applications/monitoring reports
- Better management of staff
- Attract more users and volunteers
- Manage risk
- Gain external recognition or validation

Where are you now?

- It is important that you know where you are starting from
- Most quality standards include an initial 'self-assessment' stage
- Or you can use another method such as 'Tools for Success'



Cass Business School
CITY UNIVERSITY LONDON

Centre for Charity Effectiveness
Enhancing performance, developing talent

Developed the 'Tools For Success' toolkit built around seven topics crucial to sustainability:



- **Compliance** Are we legal?
- **Governance** Can we demonstrate accountability?
- **Direction** Do we know where we are going?
- **Finance** Have we got the financial resources to meet our obligations?
- **People** Have we got the right people and skills?
- **Operations** Are we efficient and effective in meeting our objectives?
- **Networks** Do we work well with others?

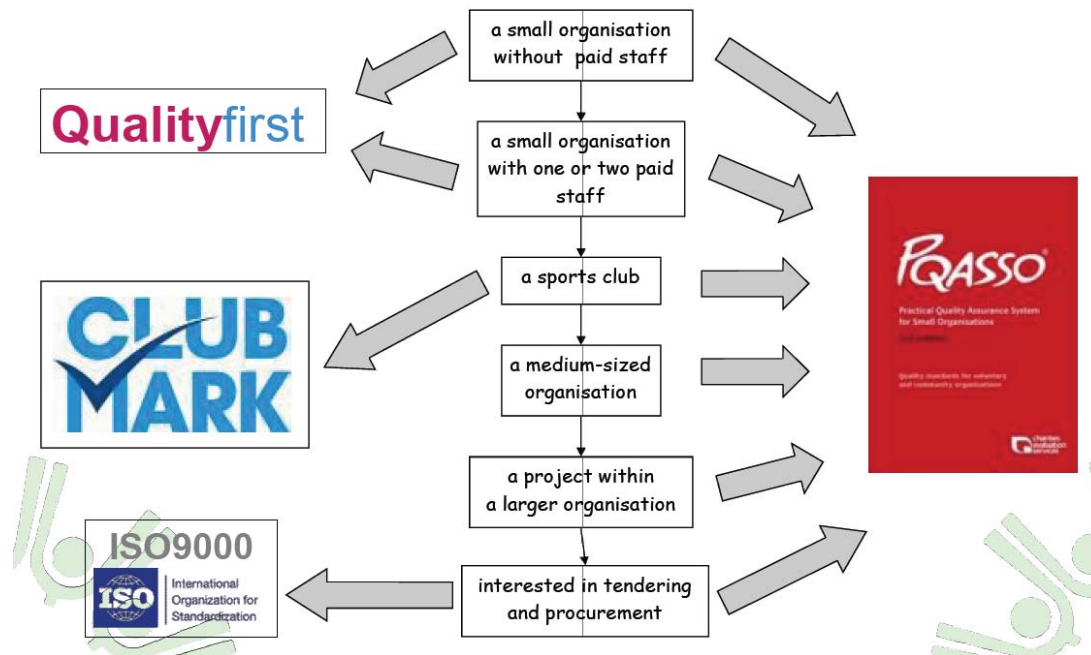
Next steps

Choose the right system for your organisation:

- Make sure you know what you want it to do
- Have you got the resources to implement and maintain it?

You are likely to find you may have already developed some elements

Tools to help you choose



CVS Leaflet: What is a Quality Standard?

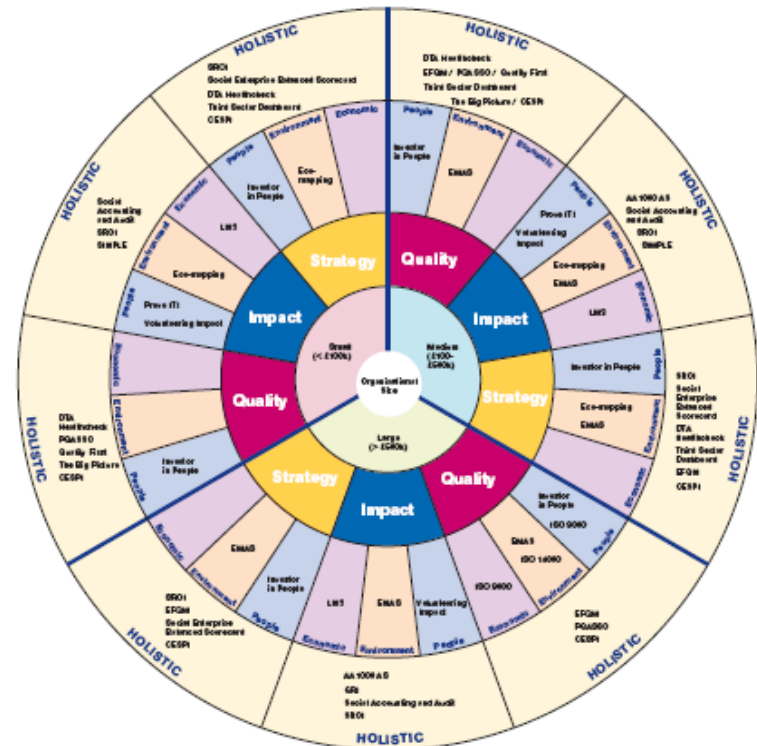
proveandimprove.org



economics as if people
and the planet mattered

proving and improving
a quality & impact toolkit for social enterprise

Website providing social enterprise and other mission driven organisations with ways to prove and improve their quality and impact



PQASSO

- The most widely used system in the Third Sector
- Suitable for small, medium or large organisations, or projects within very large organisations
- A self-assessment tool supported by evidence
- Can be externally assessed

ISO9000

- An internationally recognised and externally assessed system
- Particularly of interest for contracting, commissioning and tendering
- Externally assessed, must pay to maintain accreditation

See our guidance leaflet on ISO9000

Investors in People (IIP)

- An externally assessed system that focuses on people management
- More common in organisations funded through Supporting People
- Externally assessed, must pay to maintain accreditation

Quality First

- A basic system designed for organisations that are small with no full-time paid staff
- Based on PQASSO but covers fewer areas
- Self-assessment only, but a good preparation to move to PQASSO as an organisation grows

EFQM The Excellence Model

- Designed as an over-arching self-assessment framework for continuous improvement
- More popular in Europe
- Can be externally assessed

Other specific options

- ClubMark – a standard for sports clubs that have a recognised National Governing Body
- QCAS – Local standard for organisations providing advice to individuals in Bedfordshire
- Hallmark – for village halls

....and many others

How can we help you?

- PQASSO Intensive Support Programme
- Bursary Fund
- Development and Quality Standards Advice
- Training
- Resources

**Our website links to useful resources
and is regularly updated**

Other sources of help

- KnowHow Non Profit
- New Economics Foundation
- Pilotlight
- The Cranfield Trust

Pilotlight

- Help to strengthen management, governance, leadership and sustainability through the development of strategies, systems, structures and skills
- Support is free to groups but you must be prepared to travel into London for meetings – however you could use the CVS Bursary Fund to pay towards travel costs

www.pilotlight.org.uk

The Cranfield Trust

- The Cranfield Trust provides free management consultancy for charities and social enterprise groups

www.cranfieldtrust.org.uk

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