

SFHGEN67

Establish quality policy and quality assurance systems for the delivery of a service or function



Overview

This standard relates to individuals with the responsibility for agreeing quality policies and systems to support services or functions.

Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHGEN67

Establish quality policy and quality assurance systems for the delivery of a service or function

Performance criteria

You must be able to:

- P1 explain the nature and purpose of quality concepts, standards, systems and programmes clearly and accurately to relevant people
- P2 clarify the importance of performance measurement to the organisation's success
- P3 ensure understanding of why a documented system for the implementation of quality is necessary and what benefits it is likely to bring
- P4 encourage relevant people to articulate their vision of quality, and make their commitment to quality explicit, so that they can develop policies to support the organisation's mission
- P5 give relevant people the necessary information, opportunities and support to:
 - P5.1 identify and select strategies which are consistent with the organisation's vision of quality
 - P5.2 design systems which control the delivery of products and services which are consistent with quality strategies and policies
 - P5.3 determine appropriate quality assurance systems and measurements
- P6 respond to 'out of limit' or non compliance statements from external bodies
- P7 present your recommendations and rationale for establishing quality assurance systems to relevant people with the appropriate level of detail and degree of urgency
- P8 agree implementation plans, taking account of feedback from relevant people
- P9 set up systems that clearly specify the processes, procedures and measurements required to ensure products and services are within the limits of acceptable quality
- P10 review and present information on quality assurance systems, procedures and responsibilities to relevant people at a time and place and in a format appropriate to their needs

SFHGEN67

Establish quality policy and quality assurance systems for the delivery of a service or function

Knowledge and understanding

You need to know and understand:

- K1 how to help people commit themselves to quality and make this commitment explicit
- K2 key decision-makers and their preferred format for the presentation of information
- K3 the organisation's vision, mission, objectives and strategies, values and policies
- K4 the organisation's suppliers and customers, and their aims
- K5 the range of quality concepts, standards, systems and programmes
- K6 the principal performance measurement systems and their importance to the organisation's success
- K7 the range of documented systems for quality assurance and the benefits they are likely to bring
- K8 how to help people clarify their vision of quality
- K9 how to communicate effectively to colleagues, team members and higher-level managers and sponsors on quality assurance issues
- K10 the importance of quality assurance and your role and responsibility in relation to this
- K11 the meaning of quality in the context of managing activities
- K12 the principles underpinning effective quality assurance systems and how to apply them
- K13 the range of quality assurance systems available and their relative advantages and disadvantages to the activities for which you are responsible
- K14 how to analyse work processes and determine the most appropriate quality assurance systems and measurements
- K15 how to specify the requirements of a quality assurance system
- K16 how to develop and agree criteria to monitor the implementation of quality policies
- K17 the role of suppliers in implementing quality policies
- K18 the range of systems for controlling processes
- K19 the range of strategies which may be adopted to implement quality policies

SFHGEN67

Establish quality policy and quality assurance systems for the delivery of a service or function

Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 5 Quality

SFHGEN67

Establish quality policy and quality assurance systems for the delivery of a service or function

Developed by Skills for Health

Version number 1

Date approved June 2010

Indicative review date June 2012

Validity Current

Status Original

Originating organisation Skills for Health

Original URN GEN67

Relevant occupations Health, Public Services and Care; Health Professionals; Healthcare and Related Personal Services

Suite General Healthcare

Key words Quality, Standards, Performance
