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Quality Approaches and Standards

For Third Sector Interfaces



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Aims

- Provide an overview of the successes and challenges of the Quality Matters project to date
- Give you the opportunity to consider the impact of EFQM and whether it is the most beneficial approach to quality in the network
- Gather feedback on EFQM and other quality approaches and standards
- Gather feedback on what you may want from VAS and others going forward
- Agree 3 key findings from workshop



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Agenda

- Introductions
- A brief Introduction to EFQM
- A brief history of the project – challenges & what we did about them
- Project outcomes: how did we do?
- Feedback from validations
- Longer-term & DInC outcomes
- What now?



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Introductions

- Name
- Organisation & TSI
- Knowledge/ experience of EFQM
- Objectives of attending this workshop



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EFQM- What is it?



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- Model for assessing Excellence
- Framework to systematically run an organisation
- An objective way of looking at how good you are in relation to others
- Requires on-going assessment and refinement over time



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A brief history

- Supporting Voluntary Action Programme
- Quality Matters Conference – March 2008
- Quality Scotland engaged
- Stages:
 - Planning
 - Pilot
 - Roll-out



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Challenges

- Timing
- Time & complexity of process
- EFQM knowledge and understanding of process
- Separation of EFQM from other areas of work
- Building relationships & selling process



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What we did about them

- De-mystified process – support workshops & calls
- Developed & shared knowledge of EFQM
- Forged links between real work, other SVA products and EFQM
- Took time to develop relationships and respond to needs



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End of project outcomes: How did we do?



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- Greater ability to recognise organisation's strengths and areas for improvement:
 - 59+ organisations carried out a self-assessment
- Greater understanding of what makes a quality organisation:
 - 45 organisations from 29 TSI' to Excellence" (14 more antic of year)



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End of project outcomes:

How did we do?



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- More effective:
 - Brought team together and helped organisation bond
 - Approach is now more consistent, systematic, co-ordinated
 - Provided impetus and time for implementing change/improvements
 - Better understanding of the organisation, knowing strengths
 - Increased focus on quality
 - Useful tool for change management, merger
 - Opportunity to take stock, look at what we do



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Coverage of C2E



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Feedback from validations: Strengths



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- Relevance to strategy
- Teamwork
- Strong approach to self-assessment
- Clear rationale to prioritisation
- Continuous improvement/ RADAR embedded



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Feedback from validations: Areas for improvement



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- Measurable targets & results
- Formal capturing of benefits – including spin-off benefits
- Monitoring of effectiveness of approaches



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Longer term outcomes

- Better understanding of what a quality TSI organisation is
- Quality more embedded in the day-to-day running of TSI organisations
- Better services
- Increased credibility



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Leading to... DInC outcomes

- Voluntary and community sector organisations are better managed, better governed and deliver better services
- Voluntary and community sector networks offer better, more consistent and wider-reaching services



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What now?

- Project evaluation
- Revised approach – 2010 model
- Pathway update
- Self-assessment training for six new organisations
- Planning for future...



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Over to you: the future...

- What does your organisation plan to do next?
- What help do you need with this?
- What links can you see between EFQM and other TSI initiatives: standards, reporting, strategy & planning, service delivery, 4 core functions?
- What other quality standards & approaches might be considered?
- What is VAS's role in helping deliver quality?



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Feedback and questions



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3 KEY Findings

- What are our 3 Key Findings from this workshop?



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