

## Quality Assurance

### What is Quality Assurance?

Quality assurance is the maintenance of a desired level of quality in a service. There are many different methods of ensuring that you reach and sustain your desired level of quality.

Quality management adopts a number of principles that can be used to guide organisations towards improved performance. The principles include:

**Leadership**

**Customer focus**

**Involvement of people**

**System approach to management**

**Factual approach to decision making**

Continual monitoring and evaluation of the various aspects of a project or service maximizes the likelihood that minimum standards of quality are being attained and maintained.

Many of the methods used in health and social care are based on 'best practice' delivery.

### aim2aim can offer:

A range of individually tailored methods, systems and techniques that address each of the quality management principles. These are specifically designed to meet the needs of health and social care providers such as leadership coaching, customer and client questionnaires and consultations, employee satisfaction surveys and staff team workshops, design of management systems and facilitation of decision making groups. You may wish to browse our list of services for further information on our wide range of organisational development and improvement support.

### What are the benefits of using Quality Assurance?

The purpose of quality assurance is to continuously strive for the best performance possible. Demonstrating your commitment to quality assurance will not only drive the quality of your organisation upwards but will positively impact on your bottom line as you become a provider of choice for the commissioning bodies as well as impact on your inspection status.

**If you would like to discuss our Quality Assurance services in more detail contact aim2aim on 0843 2050 867 or e mail [info@aim2aim.co.uk](mailto:info@aim2aim.co.uk)**