



Leading Practice

9.0 Planning for quality

social care
institute for excellence



9.1 The quality journey

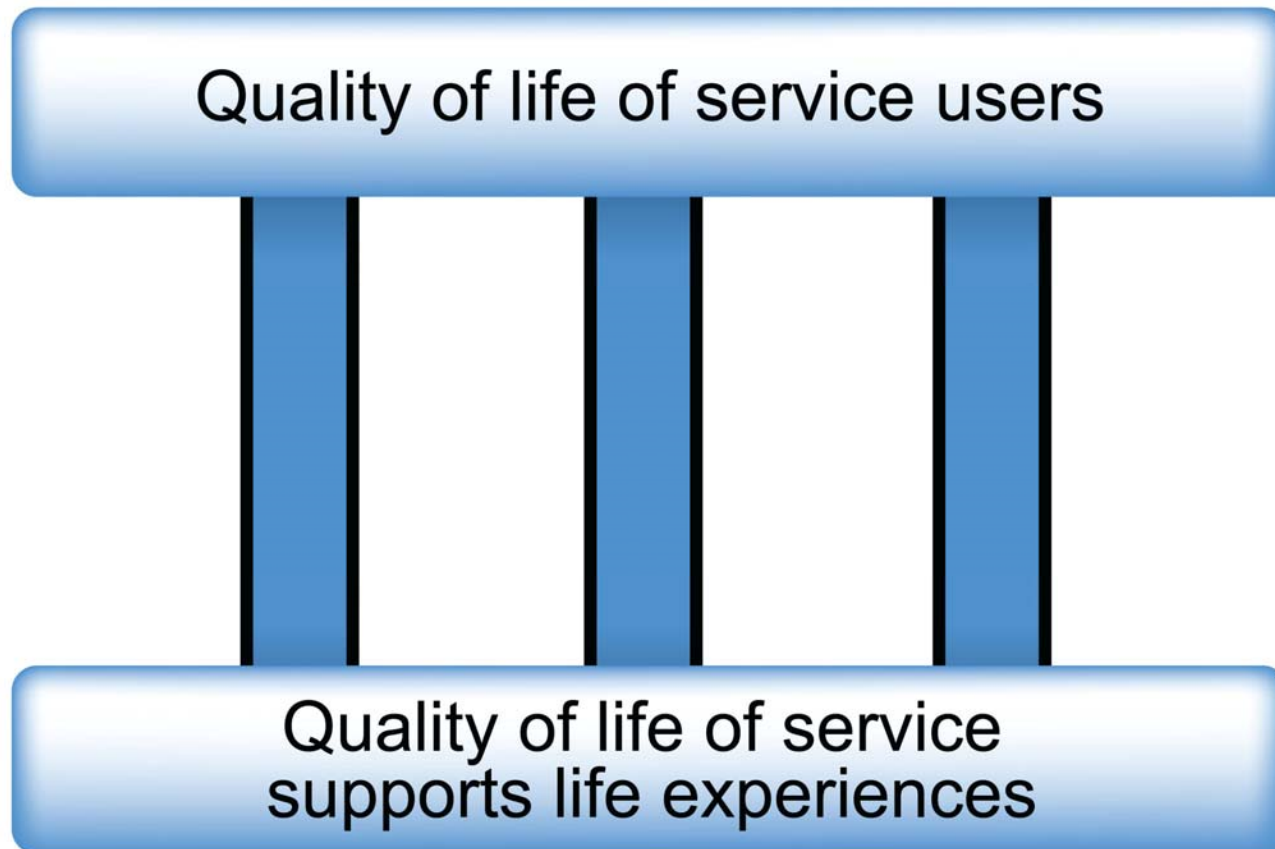
- Quality inspection
- Quality control
- Quality assurance
- Continuous improvement

9.2 What is quality?

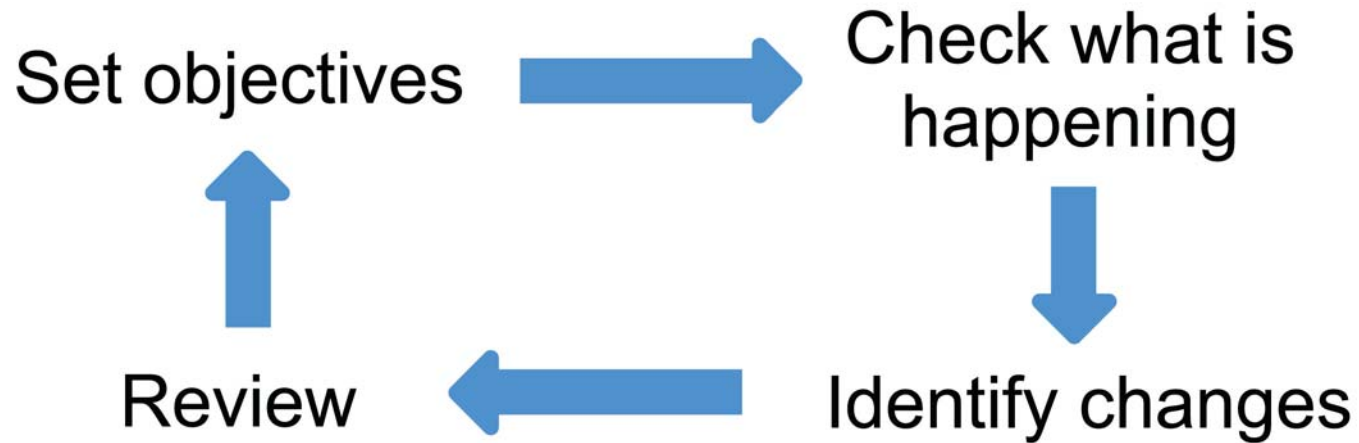
- Quality of service
- Quality of life

- Inputs
- Processes
- Outputs
- Outcomes

9.3 Does a high quality system ensure a high quality outcome?



9.4 The quality cycle



9.5 Planning for improvement

SMART stands for

- **S**pecific
- **M**easurable
- **A**chievable
- **R**esourced
- **T**ime-bound