## Target Audience

Health, Social Care and Housing Managers where there is a responsibility for managing the quality of service provision within own area.

Managing quality is the act of overseeing all activities and tasks needed to maintain a desired level of excellence. This includes the implementation of a quality policy and creating and implementing quality planning and assurance. A business that champions long term success through ensuring they are meeting high levels of quality receives outstanding customer satisfaction, which improves rating and empowers the workforce.

This course has been developed to support managers to develop their knowledge and understanding of quality systems in use within the workplace, how to monitor the quality and how to strive for quality improvements.

**This course is delivered using a range of methods and resources including:**

- Face to Face tutor facilitation, quality frameworks, questionnaires, scenarios for breakout groups, questioning and participation and an end of session assessment.

**This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:**

- The Leadership Qualities Framework
- CQC – KLOE

## Course Content

- Importance of quality management in the workplace
- The importance of quality to internal and external customers
- Quality systems in place within the organisation
- External quality inspections for the organisation
- Tools used to measure quality in the workplace
- Using data for quality assurance and quality improvements
- Striving for quality improvements within your area of responsibility
- Working together as a management team to ensure quality improvements across the business
- Putting forward recommendations for improvement to the senior team

## Learning Outcomes

**After attending this course, learners will be able to:**

- Explain the importance of quality management in the workplace
- Describe the importance of quality to internal and external customers
- Provide an overview of the quality systems in place within the organisation
- Explain the external quality inspections for the organisation
- Describe the tools used to measure quality in the workplace
- Explain how to use data for quality assurance and quality improvements
- Reflect on striving for quality improvements within your area of responsibility
- Reflect on working together as a management team to ensure quality improvements across the business
- Present recommendations for improvement to the senior team

**Duration: 7 Hours**