

QUALITY MANAGEMENT PLAN TEMPLATE

Title Page

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List of Acronyms (Optional)

Introduction and Background

Includes Vision and Mission of your agency/program

Purpose

The purpose of the QM Plan is to identify the program's quality-related objectives, to describe how achievement of these objectives will be measured, and to describe the quality-related processes that will be used to assure the objectives are achieved.

Scope

The scope of the objectives, measures, and processes described in this section should apply to the entire project/agency/program.

Objectives

List out objectives that the QM Plan is attempting to accomplish.

Activities

List and describe the activities within your agency that pertain to quality management. Be sure to list complaint tracking/reporting, incident tracking/reporting, analysis of complaints and incidents. Indicate that the QM Committee will review all complaints and incidents. There should be a Human Rights Committee separate from the QM Committee that reviews any human rights violations.

Structure and Staffing

List all staff and their involvement in the objectives of the QM Plan. List roles, responsibilities, required skills and qualifications. List committees that will review and analyze data and how often they will meet.

Milestones/Performance Indicators

These should be measurable and related to the objectives outline in the plan. You can also list quality improvement projects here. List data collection sources and timelines for completion.

Resources

List funding and other resources your agency has that will be used to implement the QM Plan.

Preventive Measures

This can be in your strategic plan or listed here at the end of the fiscal year after you have obtained data related to your milestones or performance indicators.