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| **ORGANISATION NAME:** |  |
| **DATE:** |  |
| **PROJECT LEADER:** |  |

| **DETAILED ORGANISATIONAL ACTION PLAN (tailor to meet your needs)** | | | |
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| **STAGE** | **DETAILS** | **WHO** | **WHEN** |
| 1 Getting Ready | Complete the following:   * Review the ADHC Funding Agreement, Quality Policy and Standards in Action * Engage the Board of Management in a discussion on service quality and future directions * Allocate internal responsibility for driving the quality developments * Review the organisations strategic plan and identify the quality implications * Identify current quality management systems policy and processes already in place * Identify current commitments in terms of funding, staff and resources directly addressing quality |  |  |
| 2 Gap or Self-Assessment | Choose either, a third party verifier to conduct a gap assessment or  a self-assessment tool to assist undertaking an internal self-assessment  Conduct third party gap assessment or internal self-assessment  Develop action plan to address identified gaps |  |  |
| 3 Gap Filling | Allocate tasks from action plan to teams or individuals  Develop timeline for completing works  Investigate options for resolving identified gaps |  |  |
| 4 Third Party Verification | Confirm a date to conduct third party verification    Check if third party verifiers have a guide on what will happen during the verification process  Communicate what will happen during third party verification to relevant stakeholders |  |  |

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| **NOTES AND CONSIDERATIONS** |
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