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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
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| 2 Gap or Self-Assessment  | Choose either, a third party verifier to conduct a gap assessment ora self-assessment tool to assist undertaking an internal self-assessment Conduct third party gap assessment or internal self-assessmentDevelop action plan to address identified gaps  |   |  |
| 3 Gap Filling | Allocate tasks from action plan to teams or individualsDevelop 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 processCommunicate what will happen during third party verification to relevant stakeholders |  |  |

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| **NOTES AND CONSIDERATIONS** |
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