Solutions for Human Services: The Power of Accessible Real-Time Information

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Ongoing Institutional Process

Strategic Planning
- Total: Quality
- Goal Alignment
- Program Implementation

Assessment Cycle

Total: Quality

Changing the Approach is key to success

Typical
- Plan
- Data Collection
- Data Analysis
- Data Utilization
- Follow-up

Desired

Quality Management

Corporate Values
- Management Decisions
- Guiding Principles
- Quality of Guiding Principles
- Alignment + Time=
- Culture of Quality
- Decision/action
- Follow up

Objectives
- Organizational Goals
- Data!!

• TOTAL: Quality Software Preview