

## PQASSO™ - A Practical Quality Assurance System for Small Organisations

PQASSO™ is a simple and scalable quality assurance system specifically designed for voluntary and community organisations by a charity - the Charities Evaluation Service. It is simple and straightforward to use. PQASSO™ is a self assessment tool and practical guide to help every aspect of your organisation and services.

It is designed to help you manage your organisation, your resources, staff and/or volunteers, communication and promoting your organisation and demonstrating the value that you provide and contribution you make.

### PQASSO™ looks at 12 areas:

- 1. Planning** – looks at your overall mission, values, aims, objectives, targets and stakeholders
- 2. Governance** – looks at the management structures, legal and regulatory duties and operating procedures
- 3. Leadership & Management** – helps you inspire, motivate and support everyone in your organisation
- 4. User Centred Services** – helps put what is important at the heart of your organisation – your service users.
- 5. Managing People** – ensuring you have the right people with the right skills doing the right job that they enjoy and derive satisfaction from
- 6. Learning & Development** – helps you identify skills and development needs, best practice and opportunities for continuous improvement
- 7. Managing Money** – helps you get the most from your income and ensure that it is properly managed and accounted for
- 8. Managing Resources** – helps you get the most out of all the resources you have in a safe, ethical and sustainable way
- 9. Communications & Promotion** – helps you improve your reach to service users, promoting your services, how you influence others and have a voice and increasing levels of support
- 10. Working With Others** – helps you build positive relationships with other organisations and realise partnership opportunities
- 11. Monitoring & Evaluation** – how you collect, analyse and use data and information on how well your organisation is doing
- 12. Results** – helps you demonstrate and benefit from the positive impact you have on staff, volunteers, service users and the wider community

SUSTAIN in partnership with the Family Care Trust can provide you with PQASSO™ training and support with implementation. For more details, contact Charles Rapson on **0121 770 8222** or [charlesr@solihull-sustain.org.uk](mailto:charlesr@solihull-sustain.org.uk)