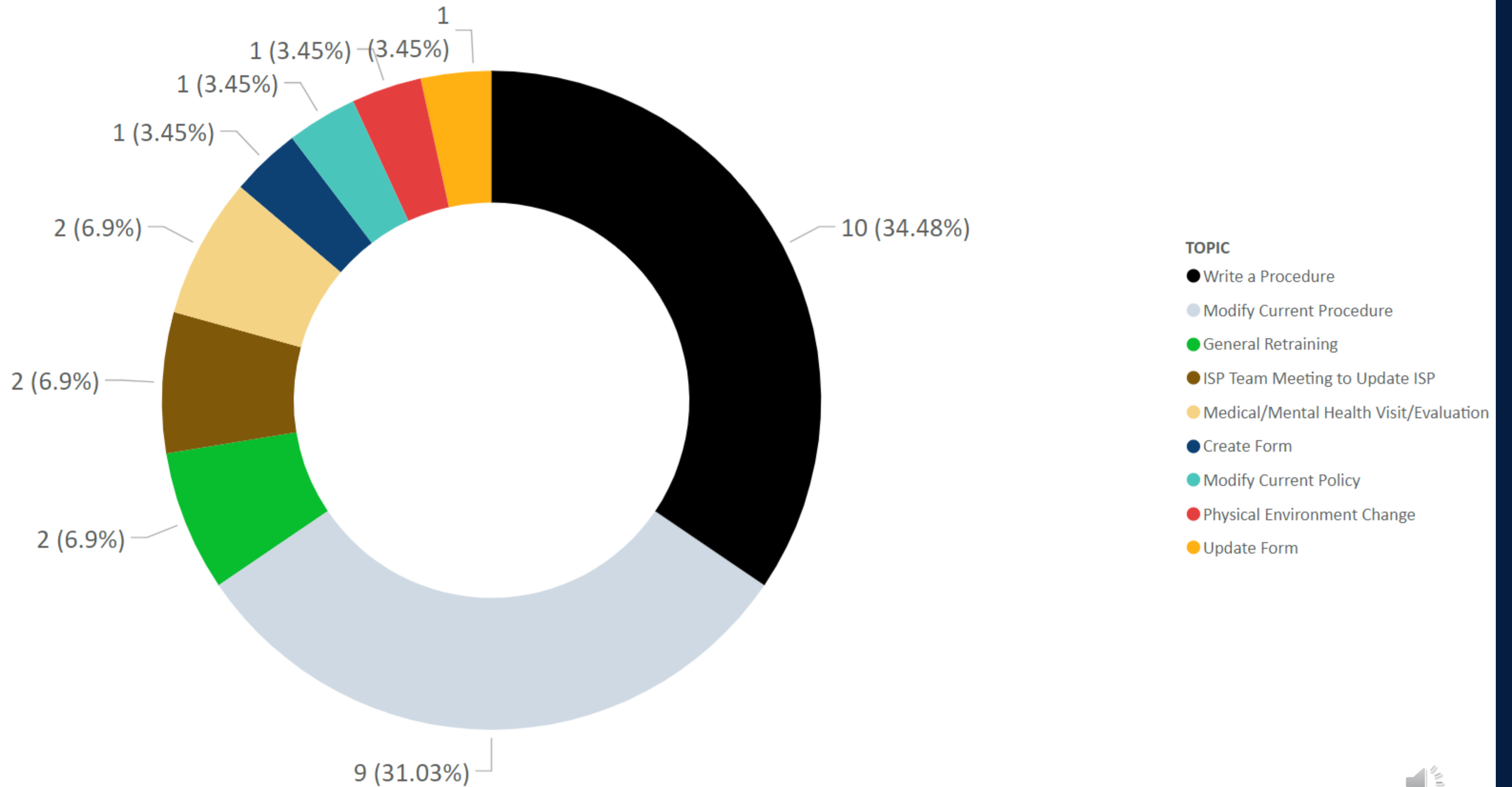


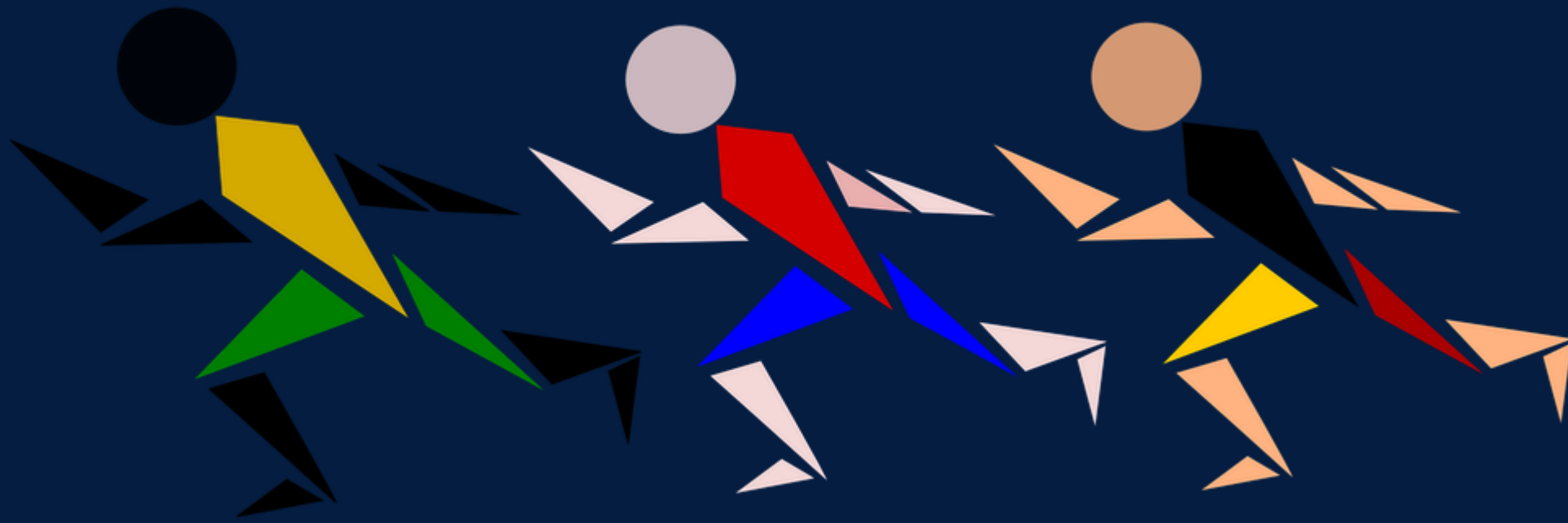
# Quality Management Strategic Plan Process



# Critical incident Target analysis by Topic

## August 2023





Let's Get Started!

Communication Plan

Identify Resources Needed

Develop a Project Charter

Create Workgroups

Identify Group Leaders



# Set a Clear Direction

Defining what the organization stands for and what goals and initiatives are important.

## Vision

Statement of how an organization foresees their future to be. It is a guiding beacon for decision making.

## Mission

A short statement that defines what the organization's purpose is, its culture, ethics, and values.

## Guiding Principles & Goals

Clear guidance that dictates how the organization behaves supports decisions that are aligned with the mission and vision.

## Core Competencies

What is the organization better at than anyone else?

Create Strategic Filters





# PRE-WORK



Data Collection



Surveys



Focus Groups



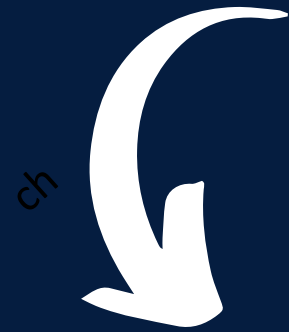
SWOT



Theme Linking



Discovery Report



# SWOT ANALYSIS

## Strengths

- Staff Longevity
- Community Connections
- National Network Leverage
- Safety
- Fundraising Network
- Engaged Board

**S**

## Weakness

- Data Analysis
- IT infrastructure
- DSP Pay

**W**

## Opportunities

- State Funding for Technology
- Social Media expansion
- Grants

**O**

## Threats

- Budget cuts from DDD
- New Provider opening
- DSP workforce Crisis

**T**





# Discovery Report

- 1-2 pages
- Easy Read format
- Should take 1 hour to complete
- Data Analysis
- Results of SWOT and Theme Links
- Filtered Initiatives



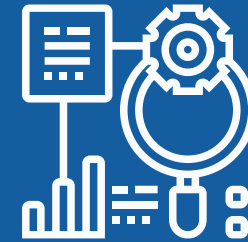
# PLANNING MEETING



Overview of Reports



Initiative Prioritization



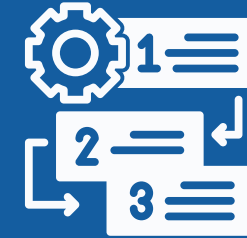
Deep Analysis



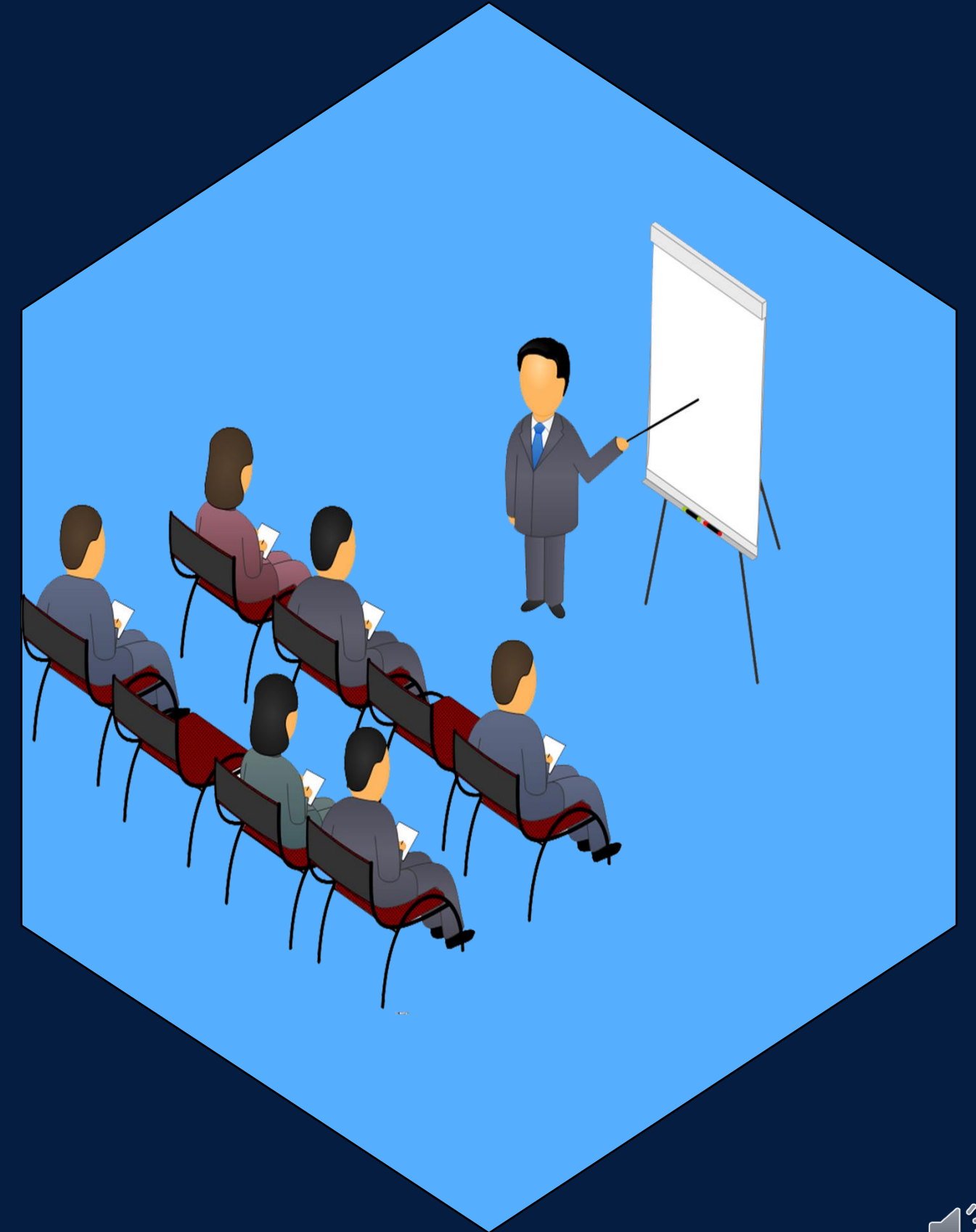
Analysis Presentation



Resource Planning



Ongoing Prioritization





# The Quality Management Strategic Plan





# Benefits of including the Quality Management Plan

- Ensure integration of performance measures into the strategic planning process.
- Guides the strategic plan to look at quality measures in all stages.
- Efficient use of resources.
- Ensures all strategic and quality initiatives are linked to the mission, vision, core values and competencies of an organization.
- Embeds quality into everything we do!



# Thank You

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