Quality Management System (QMS)

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Aims

- To introduce you to QMS and their benefits
- To provided you with an overview of the main QMS modules
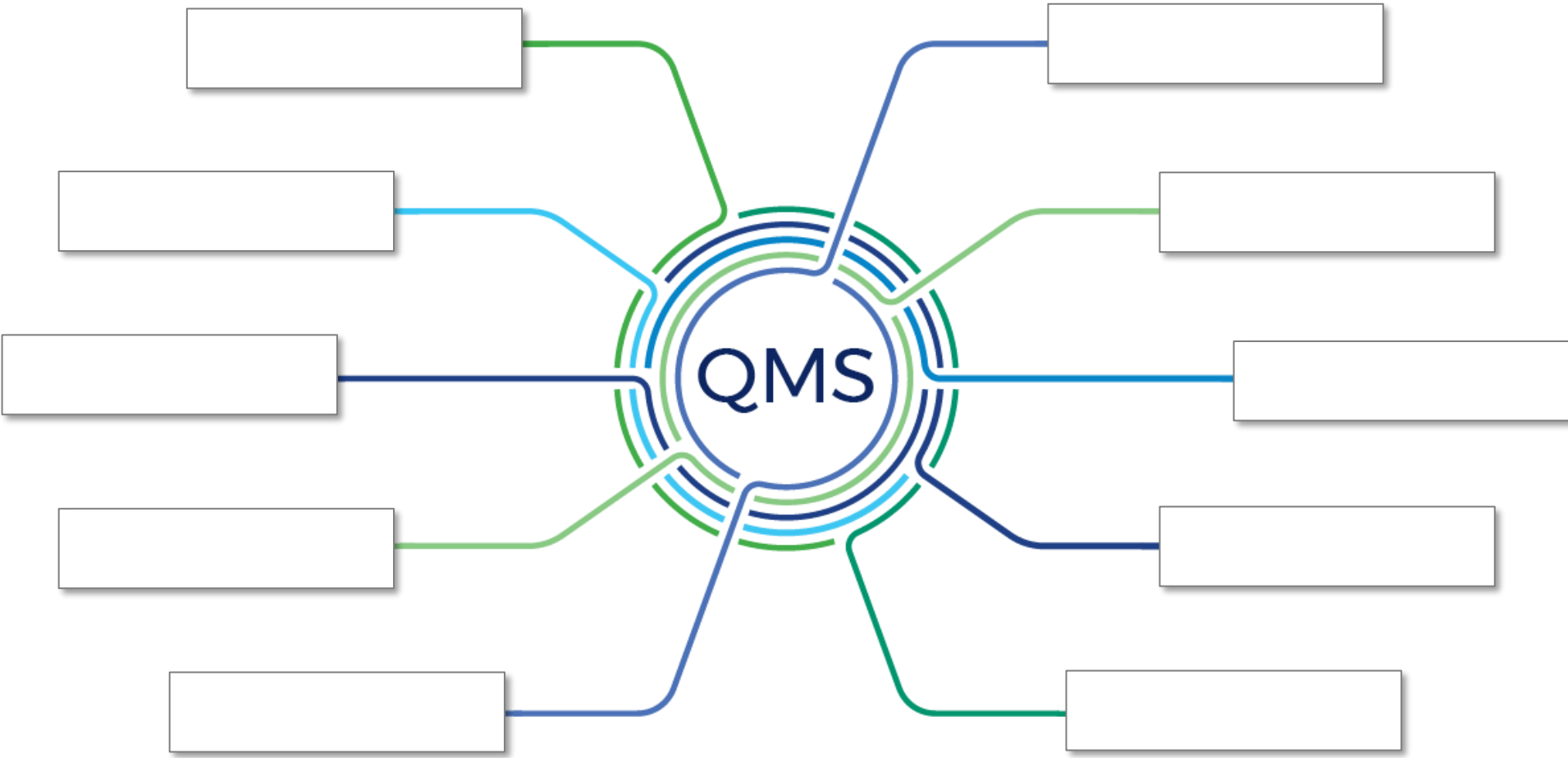- How these modules are applied within the mortuary environment

What is Quality?

- Quality is about meeting the needs and expectations of service users:

    – **Consistently**

    – **Reliability** (Getting procedures right first time and on every subsequent occasion)

    – **Standard (s)** are being met (and comparable)

QMS

A quality management system (QMS) is a collection of processes that support continuous improvement of quality to ensure customer requirements are met.

Key areas for **quality management**:

Quality – summary

- Quality:
    - is central to the delivery of all services
    - must be an inherent part of the culture
    - not the sole responsibility of a particular individual
    - benefits both staff and service users

Our greatest challenge is not to achieve quality, *but to maintain it!*

Any questions?