

Introduction:

SYSTEMS Evaluation is a consultancy firm, handling a full range of Health Systems Management advisory services with a systems thinking approach at the core of its service delivery.

Our Quality Improvement System Design technical support is premised on 3 basic tools to enable a system-wide assessment and evaluation for institutions/organizations. The first of these;

A) Individual QI Competency Assessment Tool

This tool enables **SYSTEMS Evaluation** to provide our clients with a guided plan for QMS human resource management and capacity building.

Description

This tool is intended to enable institutions:

- i.* determine the necessary competence of person(s) working Quality management positions or with responsibilities that affects the performance and effectiveness of the institution's quality management system;
- ii.* ensure that these person(s) are competent on the basis of relevant/appropriate education, training, or experience;
- iii.* where necessary, take actions to acquire the necessary competence, and evaluate the effectiveness of the action taken;
- iv.* Document and retain appropriate/relevant information as evidence of competence.

It also provides the institution with applicable actions as per the desired competency level needed, as either;

- i.* A training needs assessment for persons already serving in QI positions, or
- ii.* A suitability assessment for persons taking up QI roles in the institution

It's intended to form the basis upon which institutions engage and support persons placed in QI roles towards establishing and sustaining an effective and efficient quality management system.