

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 second of these;

B) Quality Management System Capacity Assessment Tool

The purpose of this tool is to provide institutions with baseline information on the preparation for and implementation of an assessment for its quality management system. It's built around the seven elements of the QMS standard - ISO 9001:2015.

Description

This tool is intended to enable institutions:

- i.** determine the applicable capacity, performance and effectiveness of its quality management units with regards to the scope of its QMS;
- ii.** ensure that the quality management unit is adequately resourced as per the QMS scope on the basis of relevant/appropriate infrastructure, human resource, or financial demands;
- iii.** establish and sustain applicable and appropriate processes that underpins the operationalization of its QMS
- iv.** where applicable, take actions to acquire and establish the applicable institutional competence, and evaluate the effectiveness of the action taken to strengthen the quality management unit;
- v.** Document and retain appropriate/relevant information as evidence of the quality management unit's competence.

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

- i.* Re-designing quality management units for those already established in line with the institution's QMS scope,
Or
- ii.* Establishment of quality management units in line with the relevant and applicable QMS scope for the institution

It's intended to form the basis upon which institutions design and strengthen the quality management units to sustain an effective and efficient quality management system.