

## Building and Sustaining a Culture of Quality: Abridged Self-Assessment

Please rate the degree to which you agree that the following aspects of each Foundational Element have been incorporated into your agency's culture:	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
<b>Employee Empowerment &amp; Commitment</b>					
Staff have the necessary authority to make changes in their work processes to improve quality.	<input type="checkbox"/>				
Sufficient quality improvement (QI) training and resources are continuously available to meet staff needs.	<input type="checkbox"/>				
Expectations around QI are clearly communicated to staff.	<input type="checkbox"/>				
<b>Teamwork &amp; Collaboration</b>					
Lessons learned and best practices are routinely shared throughout the agency.	<input type="checkbox"/>				
QI project teams are routinely formed to make improvements as needed.	<input type="checkbox"/>				
Formal and informal learning groups are used to build on QI knowledge and skills, innovate, and improve.	<input type="checkbox"/>				
<b>Leadership</b>					
Senior leaders set clear vision for a culture of quality.	<input type="checkbox"/>				
Senior leadership dedicate resources to QI (e.g. staff time, funding).	<input type="checkbox"/>				
Senior leadership serve as role models for QI.	<input type="checkbox"/>				
Senior leadership routinely vocalize commitment to quality.	<input type="checkbox"/>				
<b>Customer Focus</b>					
Customer satisfaction is being assessed agency-wide in a standardized way.	<input type="checkbox"/>				
Customer satisfaction data is used to prioritize and drive improvement efforts.	<input type="checkbox"/>				
<b>QI Infrastructure</b>					
A formal, agency-wide system for measuring and managing performance is in place (e.g. ongoing use of performance data).	<input type="checkbox"/>				
An annual QI planning process is formally established, i.e. develop, evaluate, and revise a QI plan.	<input type="checkbox"/>				
A formal, cross-sectional governance structure oversees all QI related activities and initiatives.	<input type="checkbox"/>				
<b>Continual Process Improvement</b>					
A process is in place for prioritizing and selecting QI projects.	<input type="checkbox"/>				
One or more formal QI models (e.g. Plan-Do-Study-Act) are routinely used agency-wide to make process improvements.	<input type="checkbox"/>				
Processes are in place to monitor and sustain measurable improvements achieved through QI projects.	<input type="checkbox"/>				

\* Access the full version of NACCHO's Organizational Culture of Quality Self-Assessment Tool at <http://qiroadmap.org/assess/>.