

Presentation „Quality Assurance Manual“

Chard 1: Title

Chard 2: „It’s a long way to go ...“

In fact we have to go back in the history to the Preconvention Meeting in Salt Lake City in 2007:... Do you remember Andrew? Andrew’s presentation, given in his absence by Dennis White made us in an entertaining, yet very inspiring way aware of the importance of Quality in our program. And, Dennis added: “If we can facilitate Quality, the Quantity will follow” and at a later occasion he stated: “We can do better”!

RI Committee of Youth Exchange – of which I then became a member – picked up the theme as a topic and created a working group (Stu McDonald, Andrew Page and myself)

The group adapted a Quality Management System (presented at an earlier occasion) and created a framework for a QA Manual. However, it was realized that probably professional assistance was necessary in the whole process and we took the matter up with ISO the world wide specialist and Quality auditing and Quality label editing organization.

The Committee at the meeting end 2008 discussed the presented alternatives:

- ISO Audit and Implementation of ISO Q Label
- or taking “Rotary” as a Quality Label.

Among others, for reason of costs it was decided to continue the work on our own initiative.

After some changes in the membership of the working group I have no the pleasure to present to you the concept of a “Quality Assurance Manual”.

Chard 3: **Definition of the Term “Quality”**

Chard 4: **Quality in “Rotary Youth Exchange”**

Chard 5: Strategic Planning and Quality Management Process. A chard you may remember that I had presented to you at NAYEN in Reno, showing the whole system and the positioning of the “Q’Assurance Manual”.

Chard 6 a - e: **Some Basics:** Comments according text chard

Chard 7 a - e: **Manual Contents:** Comments according text chard

I have been told not just keep to theory but also give practical examples

Chard 8 a - b: **Chapter 1** – a) Control of Standards b) Contents

Example: Document Control System

“rather bad”

“pretty good” (what is expected by the manual)

No proper collection of the various forms, guidelines, policies – documents not up to

File with all the accurate documents from RI, Multidistr., Distr., Club, others

date	
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Chard 9 a - b: Chapter 2 – a) Functional Organization, Planning and Program Development
b) Contents

Example: Committee Chairmanship - assuring continuity

Chair falling out, retiring – no successor	Analyses of human resources, plan and prepare successors in all functions
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Chard 10 a – b: Chapter 3 – a) Our “Product”: The Students/Program Participants

b) Contents

Example: Selection

Bad experience with a student just not matching into the program – “Early Return” Son of a Rotarian who did not want to go on exchange but was forced to do so, no real selection	Proper selection first on Club level second on distr./MD level according “Checklist-criteria” (Appendix) and well oriented and trained
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Chard 11 a – b: Chapter 4 – a) Program Management and Control b) Contents

Example: Counsellors

Report by a student after 6 months: Only 1 contact with his counsellor	Well selected, trained Person (Rot. or Non-Rot, same sex as student) and then caring: At beginning contacts every two weeks later monthly, primarily looking for the student’s welfare and not the clubs interests
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Chard 12 a – b: Chapter 5 – a) Students Review and Reporting b) Contents

Example: Students Integration - Intermediate Talk Session

Intermediate Talk Session (Meeting with student, counselor, host family acc. Checklist) Student stated in applic. keen swimmer but was not offered the membership in a swimming club, free time activities were no subject	Solution was found in the neighboring town Concept of integration: School Free time ROTEX (godfather program) etc.
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Chard 13 a – b: Chapter 6 a) Finances and Insurance b) Contents

Example: Third Party Insurance for the Organization

Fortunately no such case	Question: Are all risks through activities of the Program-Organization covered under insurance coverage?
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Chard 14 a – b: Chapter 7 a) Audit, Review and Analyses b) Contents

Example: Internal Audit - Input for action

Committee fully occupied with current problems - no interest or time for long range thoughts, ideas or planning.	Committee organizes periodical “Retreat”/ Audit: Analyses of all activities and present state to attain findings for corrective and improvement – start planning process
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Chard 15 a - c: Some final Thoughts and further Procedure

a)

Working group – members are Andrew Page, Peter Colombeck, Ana-Maria Sanseovic , Kate Hoepel - has to finalize the details of each chapter and will have to keep to the important basics, knowing that many ways lead to Rome.

We want to render assistance and inspire the work of the districts and MD and through this “do better in the future” – You know the future is in our hands!

Next step working group

Next Evaluation by RI YEP Committee

Final step: Presentation Preconvention Meeting Montréal

And then the ball is over the net and on your side!

b) Thank you ...

c) ... and please do not forget: ...

Walter Wyser

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Member RI Committee Youth Exchange

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