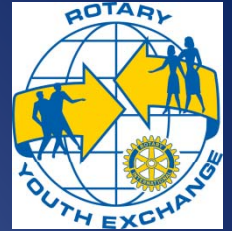


# Quality Assurance (Best Practices) Manual



# Quality Assurance Manual

**„It's a long way to go ....“**

- **The History**
- **What is the Definition of „Quality“**
- **Quality in „Rotary Youth Exchange“**
- **Quality Management-System**
- **„Quality Assurance Manual“**

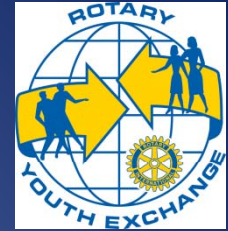


## Quality Assurance Manual

### Definition of the Term „Quality“:

*„A Non-Profit Organisation and its activities are of high quality, when the need and expectations of the program participants and the responsible collaborators are covered effectively (targets) and efficiently (economically) and at the same time find acceptance and support by the partners and the public!“*

# Quality Assurance Manual

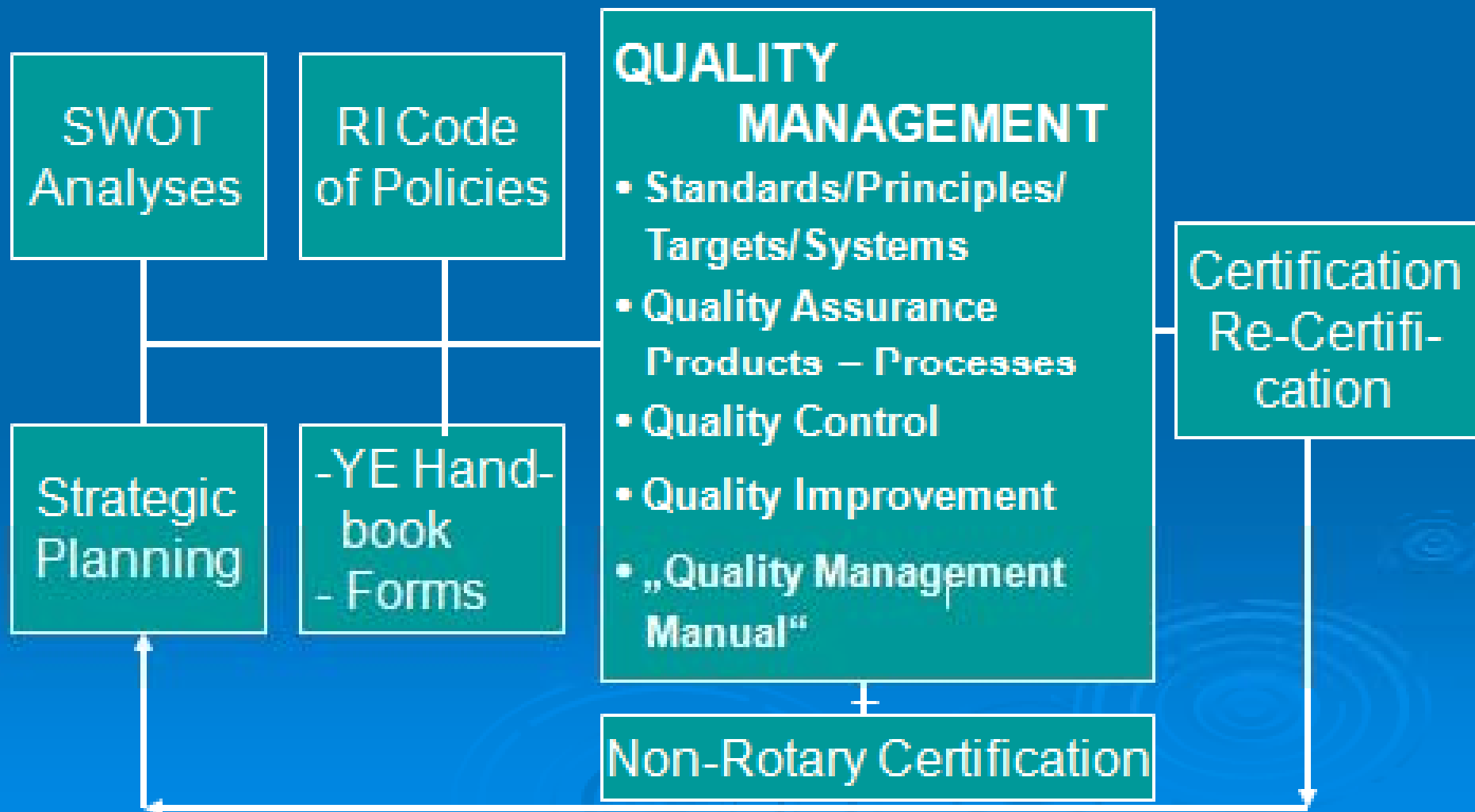


## Quality in „Rotary Youth Exchange“:

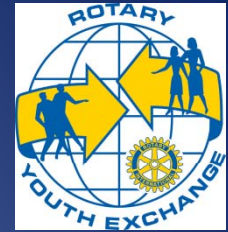
***Create the best possible „Product“ \* and satisfy all distributors and customers!***

**(\* Our „Product“ are according to Al Kalter the Students/Program Participants we send out or receive.)**

# Strategic Planning and Quality Management Process



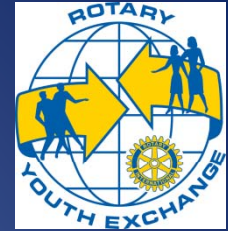
# Quality Assurance Manual



## Some Basics:

- *Important part of the Management System*
- *Clearly structured*
- *Short wording – Easy to read*
- *Practical tool in checklist manner*
- *Not intended for the drawer!*

# Quality Assurance Manual



## Manual Contents:

- *Introduction*
- *Definitions*
- *Mission Statement*
- *Chapter 1 - 7*
- *Appendixes*



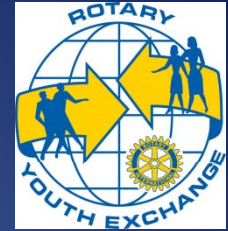
# Quality Assurance Manual

## Chapter 1

### Control of Standards:

- *RI Code of Policies*
- *RI Certification Requirements*
- *Incorporation (Bylaws, Articles of Corporation, Body of Laws etc.)*
- *Document Control System*
- *Storage and Disposal of Records*

# Quality Assurance Manual



## Chapter 2

### Functional Organisation, Planning and Program Development:

- *Committee, Functions, Human Resources*
- *Strategic Planning and Quality Management*
- *Marketing Concept - Approach Target Groups, Promotion*
- *Crisis Management, Emergency Measures*

# Quality Assurance Manual



## Chapter 3

### Our „Product“: The Students/Program Participants (Outbound and Inbound)

- *Selection*
- *Preparation, Orientation, Training, Checking*
- *Program Rules, Integration, Reports, Claims*
- *Schools and Ongoing Support (Counsellors, Host Families, Distr. Coordinators )*
- **ROTEX**



# Quality Assurance Manual

## Chapter 4

### Program Management and Control:

- *Roles of Distr./MD YEP Committees and Clubs*
- *Club Youth Service Officers, Counsellors*
- *Host Families (Selection, Training, Support)*
- *Partnership Countries/Districts (Agreements), Continuity, Safety Assurance*
- *Staff: Working Contracts (Job Descriptions), Training, Written Procedures etc.*
- *Non Conformance/Complaints, Early Returns*



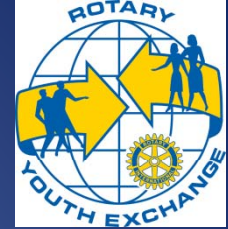
# Quality Assurance Manual

## Chapter 5

### Students Review and Reporting:

- *Students Reports*
- *Reporting Host Families, Counsellors*
- *Intermediate Talk-Session*
- *School Supervision, Contacts*
- *Club Involvement, Students Integration*
- *Freetime Activities, Educational or Vocational Providers*
- *Rebound Debriefing*

# Quality Assurance Manual

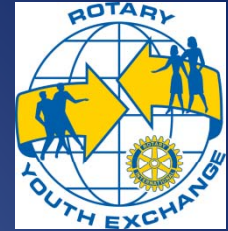


## Chapter 6

### Finances and Insurance:

- *Financial and Budgetary Provisions*
- *Program Participants Fees/Contributions*
- *Financial Backing (Rotary, Government etc.)*
- *Financial Reporting*
- *Third Party Insurance for the Organisation*
- *Health and Third Party Insurance for Program Participants*

# Quality Assurance Manual

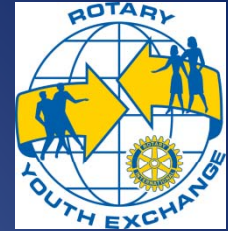


## Chapter 7

### Audit, Review and Analyses

- *Internal Audit*
- *External Audit*
- *Annual Review (District, MD, RI)*
- *Input Corrective and Preventive Action to Planning Process*

# Quality Assurance Manual



**Some final Thoughts and further Procedure**

**Thank you for your interest and attention!**

**... and please do not forget: The Quality Assurance Manual will not be produced for the drawer, but for a great step forward in our care for the Young Generation and the future of our great Program and Rotary.**