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top management ensure
that quality objectives
are established at
relevant functions and

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levels within the organization, that they be measurable and consistent with the quality policy, that planning be carried out in order to meet quality system requirements and the quality objectives, and. that the integrity of the quality management system is maintained when changes are planned and

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Quality management consists of four key components, which include the following:

Quality Planning – The process of identifying the quality standards relevant to the project and deciding how to

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meet them. Quality Improvement – The purposeful change of a process to improve the confidence or reliability of the outcome.

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Understanding How
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A quality management
system represents a
specific implementation

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Quality Management: A
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systematic, organization
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approach to the monitoring, analysis, and improvement of organization performance, thereby continually improving the extent to which providers conform to defined standards, the quality of patient care and services provided, and the likelihood of achieving desired patient outcomes.

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quality, public health
systems save lives, cut
costs and get better
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