

The Quest Quality System

Quality Systems

- Quality Systems were introduced by the government to provide standards against which managers can measure the service delivery or operations of their organisation or individual departments

The Quest Quality System

- Introduced in 1996
- Promotes good practice by
 - providing the industry with standards
 - Encouraging application and development of these standards

WHAT IS QUEST?

- **Quest is the UK Quality Scheme for Sport and Leisure.**
- Quest is a tool for continuous improvement, designed primarily for the management of leisure facilities and leisure development.
- Quest defines industry standards and good practice and encourages their ongoing development and delivery within a customer focused management framework.

Criteria for Awards

- “Enabler” Criteria (50%)
 - Aspects of management that help facilities to attain high standards
 - Leadership
 - People management
 - Policy and Strategy
 - Resources
 - Processes
- “Results-Oriented” Criteria (50%)
 - Levels of achievement measured by results attained
 - People Satisfaction
 - Customer Satisfaction
 - Impact on Society
 - Business Results

How to achieve the award

- Self Assessment Programmes
- Independent External Assessments
- Under self-assessment, organisations assess their operation in comparison to the industry standards and “best practise” information that is provided in the Quest “Managers Guidance Pack”

How does Quest work?

- 1. Self-Assessment
- 2. External Validation
- 3. Ongoing Maintenance

Self-Assessment

- Organisations are able to assess their business operation against industry best practice principles, provided in the Quest Pack. It enables managers and their teams to:
 - make informed judgements about how they are performing against recognised industry standards
 - identify their strengths
 - identify their areas for improvement
 - draw up their own action plans to improve how they manage their service.
- The Quest scheme encourages managers and their teams to consider their service from the customer's point of view, asking key questions such as: "If it does not benefit the customer - why are we doing it?". By focusing on the areas of service planning and improvement, staff management, customer relations and operational service, organisations can improve the way they meet their own business objectives.

External Validation

- The next stage is an objective external assessment, undertaken by trained assessors from the industry. The assessment will review progress against industry standards and provide a percentage score.
- Quest scores are classified into the following categories:
 - Approved - above 60%
 - Commended - 68% to 74%
 - Highly Commended - 75% to 83%
 - Excellent - 84% and above.
- For facility management, the external validation also incorporates a mystery visit.

Ongoing Maintenance

- Quest Approval status last for two years, and is supplemented by an additional Maintenance Visit, and Mystery Visit (FM model only). This mandatory stage will ensure that quality of service delivery is maintained and/or continuously improved in line with the Quest standards.
- After every two years the cycle of stages 1, 2 and 3 is repeated.

How Quest is managed in the UK

- Quest is designed by and for the industry to help managers enhance, improve and continue to improve the quality of service provided to customers
- Supported by the four home country Sports Councils
- Sports Councils and Other Organisations make up the IPC which is the Quest's Industry Policy Committee

Who is Eligible

- All Leisure Organisations which run sports facilities or sports development schemes are eligible

WHO RUNS QUEST?

The scheme is managed by [PMP](#) under contract to the home country sports councils.

Sport England		Sport England is the brand name of the English Sports Council.
sportscotland		The national agency for sport in Scotland.
Sports Council for Wales		A national organisation responsible for developing and promoting sport in Wales.
Sport Northern Ireland		Sport Northern Ireland aims to make sport happen for you.

Why Quest?

- Quest is designed by and for the industry to help managers enhance, improve and continue to improve the quality of service provided to customers.
- As a result Quest has some significant benefits, including:
 - Quest can help achieve best value, through the external assessment and benchmarking of services
 - a framework for continuous improvement, providing service enhancement and reducing the costs of poor quality
 - financial improvement to performance, through a planned approach to improved effectiveness
 - encouraging staff ownership and development.

The Managers Guidance Pack

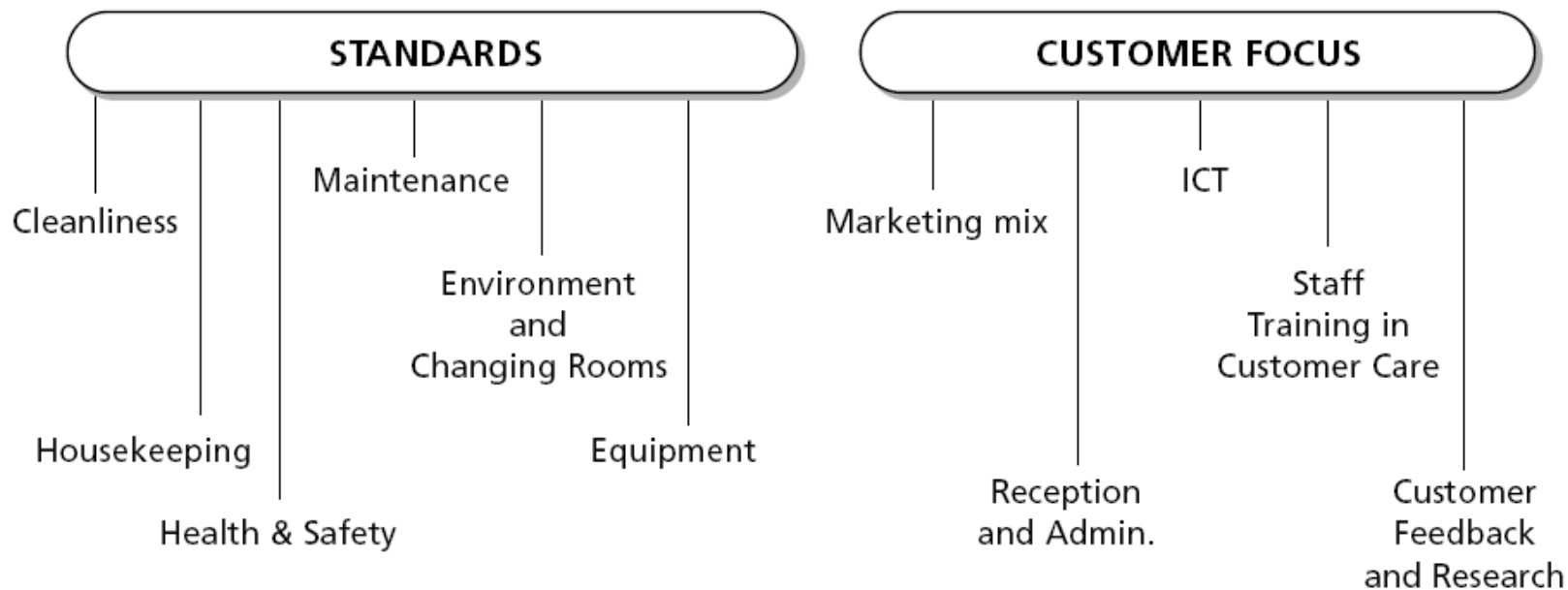
- the Quest “Managers Guidance Pack” enables managers and their teams to:
 - Make informed judgements about how they are performing against recognised industry standards
 - Identify their strengths
 - Identify their areas for improvement
 - Draw up their own plans of action to raise standards of service delivery to customers

The Scheme

- Encourages managers and their team to consider their service from the customers point of view
- External validation is undertaken by trained Assessors from the industry which checks the operation against industry standards and provide a percentage score

ORGANISATIONAL AIMS AND BUSINESS OBJECTIVES IN THE COMMERCIAL SECTOR

Two overarching areas



STRATEGIC

MANAGEMENT

OPERATIONS

One underpinning area

Key Terms to Know

- efficiency
- effectiveness
- not for profit
- quality systems
- ISO
- Charter Mark
- benchmarking
- best practice
- industry standards
- mystery visit
- quality
- gurus
- CPA
- Best Value

Quest Awards

Quest Facility Management

- Aimed at sports and leisure facilities, in the commercial, voluntary and public sectors

Quest Sports Development

- Aimed at sports development units in local authorities, governing bodies and voluntary organisations

What are the benefits of
Quest?

Benefits of the Quest System

EVENTUAL BENEFITS

- Service improves
- Publicity can be gained, and the image of the organisation improved
- Motivation should increase, as the process can be seen to be making improvements
- Management targets should be reached more readily, e.g. costs and income

Customers

- ongoing improvement to service
- increased focus on identifying and meeting customer needs
- an independent assessment of the service customers receive.

Organisation

- better prepared for best value
- a structured framework which supports the delivery of best practice services
- an opportunity to have your organisation publicly recognised and endorsed to a UK-wide industry standard
- a recognised approach to managing your centre and/or team.

Staff

- improved motivation and understanding of their role and contribution within the organisation to meeting customer needs
- improved continuous professional development
- better understanding of the organisation's policies and objectives.

Partners

- greater support and recognition of the benefits of working together
- improved understanding of shared values and objectives
- independent assessment of the organisations performance.

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Advantages and Disadvantages of the Quest System

PROs

- It helps organisations set clear objectives
- Poor standards are highlighted
- Quality purchases are encouraged
- Problems are identified, and solutions brought forward
- More open communication can occur
- It builds pride

CONs

- Everyone on the staff has to adopt the system
- It might not suit all staff to work this way
- Persuasion might be needed to adopt the standards and make changes
- Resources to implement new processes might be scarce
- The cost might be prohibitive