



## Template Performance Improvement Policy

1. This policy sets out xx organisation's commitment to implement a system for continuously improving performance, based on....the EFQM Excellence Model/PQASSO etc.
  - ✘ We will carry out an annual diagnosis of our organisation's position (*covering the 9 areas of the Excellence Model*) in order to produce a performance improvement action plan for each year. This plan will set out priority areas for improvement.
  - ✘ We will designate improvement teams to ensure that improvements are achieved and the action plan is met.
  - ✘ We will involve as many workers as practically possible in the diagnostic process and communicate on progress through regular updates in team meetings.
  - ✘ We will ensure that our management committee/trustees/ board of directors are involved in the process.
  - ✘ We will communicate our progress regularly to stakeholders.
2. We collaborate with our partners to plan and set up ways of improving our working relationship to further develop our services/products.
  - ✘ Input is encouraged from our partners in developing our approach to improving our performance
  - ✘ We encourage our partners to have their own performance improvement strategy/plan
3. We encourage and support a commitment towards continual improvement from all workers/volunteers/members etc. within the organisation. Ad hoc or spontaneous suggestions for improving our products/services will be listened to. In addition:
  - ✘ There is a regular timetable of seeking feedback from workers/ volunteers/ members; reviewing their contributions to improvement; listening to suggestions for our improvement as an employer
  - ✘ Each worker/volunteer/ member/ etc. is supported with resources and guidance to develop their skills to be better able to be involved with improvement plans
  - ✘ We report back to workers/ volunteers/ members etc. on improvements made.

Date policy developed: .....

Date reviewed: .....

This is based on a model PI policy developed by Voscur. More templates and information sheets can be found at [www.voscur.org](http://www.voscur.org)

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