



# **AMSI GQS1 – Glossary of Terms for Quality, Satisfaction, and Stakeholder Harmonization in Supported Employment**

First Draft Edition – 2025

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## **Summary:**

Provides a shared terminology for defining, measuring, and aligning quality, satisfaction, and stakeholder expectations in supported employment for individuals with IDD. Supports consistent evaluation, compliance, and communication across all stakeholders.

## **Key Points:**

- Clarifies quality concepts: indicators, monitoring, compliance, and conformity assessment
- Defines standards, accreditation, and certification terms relevant to supported employment
- Covers stakeholder roles, harmonization, and balancing operational metrics with well-being
- Includes rights, values, and professional elements like competence and safe environments
- Integrates both measurable (non-latent) and inferred (latent) quality indicators

## **Request Full Publication:**

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