WQS1-2026

WHOLE QUALITY IN SUPPORT SERVICES

AMSI Whole Quality Framework
and Hub Document

First Edition — Updated August 2026

AMERICAN SUPPORT STANDARDS INITIATIVE

Foreword

Editorial Alignment Note (August 2026)
This edition aligns WQS1 with the stabilized August 2026 Whole Quality and AMSI document architecture. It preserves WQS1 as the explanatory framework and hub document while strengthening the Support Service Quality Object framework, Structural Checkpoints, object- and Scale-relative Boundaries and Interfaces, Boundary Transparency, Interface Transparency, the determination and verification pathway, and the relationships among Core Standards, Context Guides, ORF1, SCM1, diagrams, tools, and analytical publications.

Support services assist people in maintaining health, safety, daily living, functional ability, autonomy, stability, communication, employment, community participation, and other valued life conditions. Their quality cannot be established by task completion, funding, staffing, documentation, compliance, technology, or positive intention alone. Quality must be interpreted in relation to the whole support service as it is actually arranged, performed, experienced, and evidenced.

AMSI SAM1 — Why Support Services Need Their Own Quality Standards explains why a distinct quality architecture is needed for support services. AMSI VOC1 — Support Service Quality Applied Vocabulary Standard establishes the authoritative Applied Concepts used within that architecture. This updated WQS1 connects those two foundations and explains how Whole Quality is applied through AMSI occupational references, Core Standards, Context Guides, Quality State determination, verification, and bounded Quality Claims.

This framework document is explanatory. It adopts the WQI Root Concepts defined in WQI_VOC1 and the AMSI Applied Concepts defined in AMSI VOC1 without redefining them. It does not establish service-specific requirements, Quality Outcome Criteria, evidence-collection procedures, certification schemes, or legal obligations. Those functions belong to the document layers identified in this document.

This edition replaces earlier transitional formulations and establishes WQS1 as the stabilized AMSI Whole Quality Framework and hub document for support services.

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1 Introduction

1.1 Purpose

WQS1 explains the Whole Quality architecture used by the American Support Standards Initiative. It provides a common conceptual map for understanding how a Support Service Quality Object is declared, how its Intended Functions and Intended Results are interpreted, how Support Work and Support Results form a Support Service, and how Evidence supports a bounded Support Service Quality State determination and Quality Claim.

WQS1 is the AMSI Whole Quality Framework and hub document. It connects foundational explanation, authoritative vocabulary, occupational reference, invariant Core architecture, context-specific interpretation, determination and verification methodology, diagrams, and supporting publications without merging their distinct functions.

As a hub document, WQS1 explains the dependency among the document layers rather than collapsing them. Vocabulary establishes authoritative meaning; ORF1 preserves occupational anchoring; Core Standards establish invariant quality architecture; Context Guides provide bounded interpretation; and SCM1 governs determination, verification, and claims. The sequence matters because no later layer may silently redefine an earlier authoritative layer.

1.2 Foundational Entry Sequence

- AMSI SAM1 explains why support services need their own quality standards and what AMSI means by “standards.”
- AMSI VOC1 establishes the authoritative Support Service Quality Applied Vocabulary.
- AMSI WQS1 explains how the concepts and document layers form one coherent Whole Quality architecture for support services.
- AMSI ORF1 is the designated cross-cutting SOC-Anchored Occupational Reference Framework used to interpret Occupations, Jobs, Occupational Functions, Support Roles, Functional Scope, and blended or multiple-role practice.

1.3 Scope and Limits

WQS1 does not reproduce the definitions in WQI_VOC1 or AMSI VOC1. It does not replace an AMSI Core Standard, Context Guide, or AMSI SCM1. It does not establish a mandatory Quality Management System, provider model, staffing model, documentation platform, funding rule, clinical direction, regulatory interpretation, audit protocol, or certification scheme.

1.4 Framework Principle

The Support Service Quality Object framework is the governing conceptual model for WQS1. Every AMSI application begins with a declared Support Service Quality Object and a sufficiently complete Support Service Quality Object Description. The declared object and its Scale determine what is internal or external, what belongs within the External Boundary, how Internal Boundaries organize constituent parts, how Internal Interfaces enable Function Realization, and how External Interfaces connect the object with the External Reference Layer. WQS1 explains this architecture without redefining authoritative concepts or replacing the governing Core Standard, Context Guide, ORF1, or SCM1.

1.5 Framework and Vocabulary Governance

WQS1 uses the authoritative terminology established by WQI_VOC1, AMSI VOC1, AMSI ORF1, the governing Core Standards and applicable Context Guides, and AMSI SCM1. It explains relationships among those concepts without creating competing definitions. Where explanatory wording in WQS1 differs from an authoritative definition, the governing Vocabulary Standard or controlled methodology document prevails.

The controlled vocabulary used throughout this Framework includes Support Service Quality Object, Support Service Quality Object Description, Structural Checkpoints, Internal Boundaries, External Boundary, Internal

Interfaces, External Interfaces, Boundary Transparency, Interface Transparency, Support Intended Functions, Support Intended Results, Function Realization, Support Work, Support Results, Core Quality Factors, Core Quality Indicators, Context-Specific Quality Outcome Criteria, Evidence, Evidence-Supported Findings, Quality Factor Interpretation, Critical Service Conditions, Support Service Quality State determination, Verification, and Support Service Quality Claim Statement.

2 Why Whole Quality Is Needed

Support services are often evaluated through isolated proxies. A task-based view may confirm that an activity occurred without showing whether the Support Intended Result was produced. An outcome-only view may recognize a favorable condition without examining whether it was produced through safe, respectful, competent, and appropriately bounded Support Work. A compliance-based view may confirm that administrative requirements were met while leaving the Quality State of the service itself unresolved.

Funding, staffing, technology, documentation, management systems, program participation, and absence of reported concern may all be relevant to the applicable Reference Layer or Evidence basis. None of them is equivalent to Support Service Quality. Whole Quality prevents these elements from substituting for the quality of the declared Support Service Quality Object.

Whole Quality is needed because support services operate through people, relationships, Occupations, Jobs, Support Roles, organizations, environments, technologies, responsibilities, and changing real-life conditions. The quality question must therefore remain centered on the complete, bounded object and the degree to which its Intended Functions and Intended Results are realized.

The practical purpose of this architecture is to keep the quality question visible when different administrative, occupational, technological, funding, or organizational systems describe only parts of the service. These systems may contribute Evidence or Reference-Layer conditions, but the declared Support Service Quality Object remains the primary unit of interpretation.

3 The Support Service Quality Object

3.1 The Primary Reference Point

Every AMSI application begins with a declared Support Service Quality Object. The object may be a complete Support Service whole or a sufficiently bounded and independently describable constituent of that whole. The declaration controls what is included, excluded, observed, interpreted, and claimed.

Declaring the object is not a naming exercise. It establishes the unit to which every finding, limitation, determination, verification result, and Quality Claim applies. A change in Scale, included participants, Service Period, Boundary, Interface, or responsibility arrangement may create a different Quality Object and therefore require a different determination.

Depending on the stated Scale, the object may concern one Interaction, one Episode, a Service Period, a Support Service Arrangement, a coordinated arrangement, a defined service family, or another bounded whole. A finding concerning one task, worker, record, provider, or isolated result does not automatically establish the Quality State of a broader object.

3.2 Object Description and Structural Checkpoints

A Support Service Quality Object Description identifies the service whole, its composition, Support Intended Functions and Support Intended Results, Support Work, Support Results, participants, Scale, Service Period, Support Service Boundaries, Support Service Interfaces, responsibilities, Service Context, expected or available Evidence sources, known Uncertainty, and the intended Support Service Quality Claim Boundary.

Structural Checkpoints confirm that the object and its description are sufficiently complete, bounded, and internally coherent before detailed interpretation proceeds. They are pre-interpretive

completeness steps. They are not Quality Factors, Quality Indicators, Quality Outcome Criteria, inspections, or quality assessments, and they do not determine the Support Service Quality State.

Structural Checkpoints therefore protect the determination from beginning with an unclear or unstable object. They confirm that the necessary descriptive elements are visible before Quality Factors, Indicators, Criteria, or Evidence are interpreted; they do not themselves establish whether the service is favorable, adverse, or indeterminate.

Where structural completeness is insufficient, the object, scope, period, Boundary, Interface, responsibility arrangement, Evidence basis, or proposed claim should be refined or restricted. A narrower transparent determination is more responsible than a broad conclusion built on an unclear object.

Structural completeness establishes the basis for all later interpretation. The object description should therefore make visible the declared Scale; included and excluded constituents; Internal Boundaries; External Boundary; Internal Interfaces; External Interfaces; responsibilities; Support Service Realization Pathways; Reference-Layer dependencies; Evidence needs; Assumptions; Uncertainty; and intended Support Service Quality Claim Boundary. Structural Checkpoints confirm methodological completeness only; they do not determine quality.

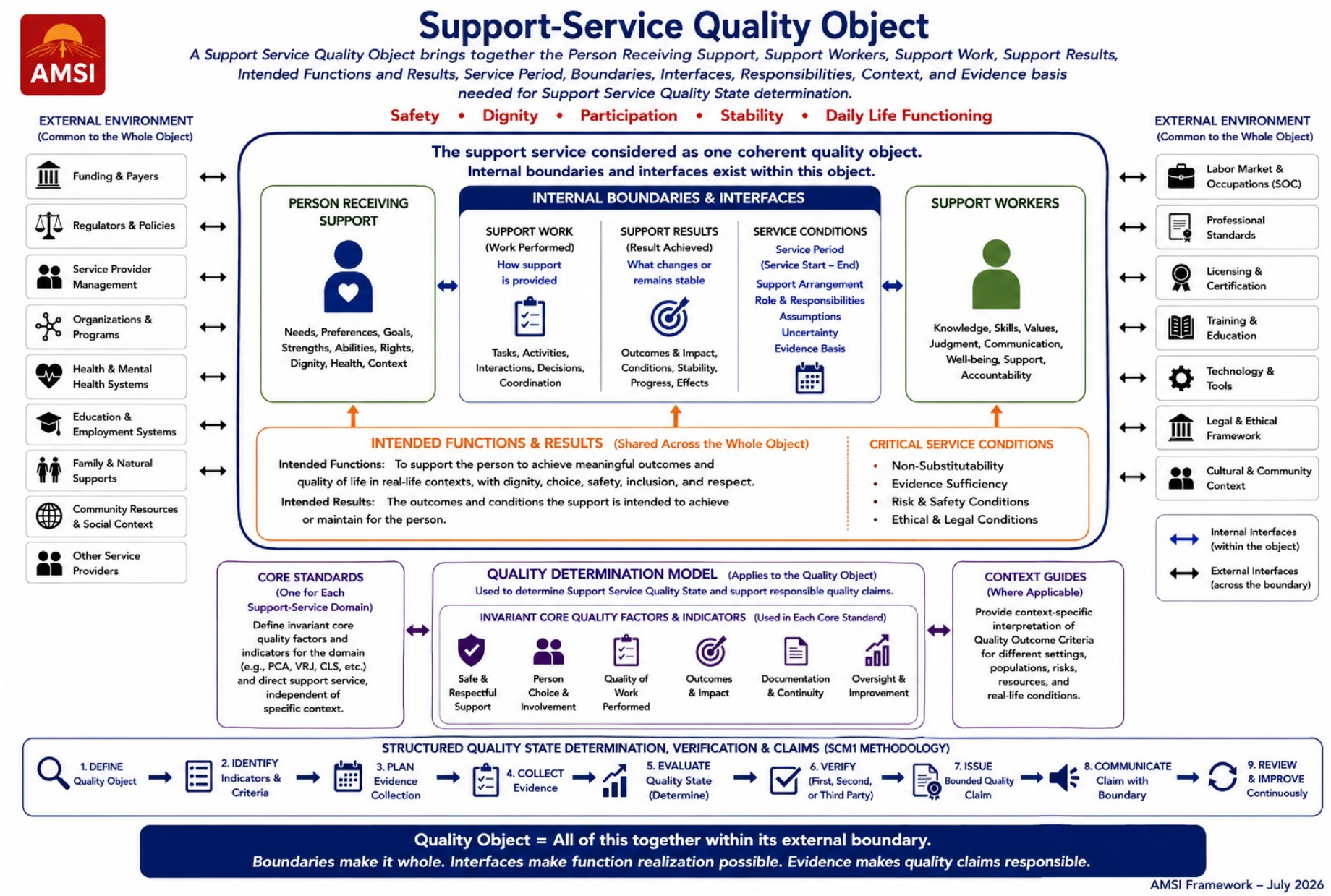

Figure 1. The Support-Service Quality Object within the Whole Quality Framework

Figure 1 presents the Support Service Quality Object as one integrated whole. It shows the relationships among the Person Receiving Support, Support Workers, Support Work, Support Results, Service Conditions, Intended Functions and Intended Results, Internal Boundaries and Interfaces, the External Environment, Core Standards, Context Guides, and the structured pathway for Support Service Quality State determination, Verification, and bounded Quality Claims. The figure is explanatory and does not replace the authoritative definitions in WQI_VOC1 and AMSI VOC1 or the controlled requirements of the applicable Core Standard, Context Guide, or SCM1.

4 Intended Function, Intended Result, and Function Realization

Whole Quality begins with Intended Function. Within AMSI, a Support Intended Function expresses what a Support Service Quality Object is expected to support, enable, preserve, protect, maintain, develop, restore, or otherwise realize for the Person Receiving Support within a declared Service Context.

A Support Intended Result expresses the expected condition, capability, protection, participation, stability, change, or maintained state associated with realization of that function. The Intended Result is expected; the Support Result is what actually occurs in material relation to the Support Work.

Function Realization concerns whether the intended function is actually realized under real conditions. The existence of a service arrangement, a scheduled visit, completed documentation, or stated purpose does not prove Function Realization. Failure Modes and Failure-Mode Families make visible the ways in which the function may be prevented, weakened, distorted, interrupted, or lost.

Function Realization is broader than completion of an assigned activity. It requires interpretation of whether the declared Support Intended Function and Support Intended Results were realized through the actual Work-Result whole, under the relevant Context, Boundaries, Interfaces, Critical Service Conditions, and Evidence limitations.

Quality Factors, Quality Indicators, Quality Outcome Criteria, Evidence, Critical Service Conditions, Quality State determination, and bounded Quality Claims remain traceable to the declared Support Intended Function and Support Intended Results.

5 Human Participants and the Occupational Foundation

5.1 Principal Human Participants

The Person Receiving Support is an active participant whose needs, preferences, rights, circumstances, lived conditions, Support Intended Functions, and Support Intended Results are directly addressed within the object. The person may receive, direct, participate in, refuse, experience, or be materially affected by the Support Work and Support Results.

A Support Worker is a functional service term for a person who performs, attempts, directs, coordinates, adapts, monitors, transfers, or otherwise contributes to Support Work within a declared Job, Support Role, Functional Scope, or other work arrangement. Caregiver is a narrower AMSI umbrella term for direct or relationally immediate Support Work and is not an official Occupation or a substitute for identifying the applicable work arrangement.

5.2 Occupations, Jobs, Roles, and Functional Scope

AMSI distinguishes Occupation, SOC-Anchored Occupation, Job, Occupational Function, Support Role, and Functional Scope. An Occupation identifies a standardized category of work. A Job is a particular employment position or other defined work arrangement. A Support Role identifies a bounded contribution within the service. Functional Scope identifies the functions, limits, authority, responsibilities, and conditions applicable to that contribution.

Real support work may involve Blended Occupational Practice, Occupational Time-Sharing, or Multiple-Role Practice. These conditions do not erase the identity of the underlying functions, competence requirements, responsibilities, Boundaries, or Evidence attribution.

Detailed occupational profiles and SOC interpretation belong in AMSI ORF1. WQS1 explains why occupational visibility matters; it does not reproduce or independently redefine the occupational vocabulary.

6 The Work–Result–Service Relationship

AMSI Support-Service Realization Relationship

Support Work + Support Result = Support Service

Support Work identifies what is actually performed, attempted, coordinated, adapted, communicated, monitored, or otherwise contributed in relation to the declared Support Intended Function. Support Result identifies the actual condition or effect occurring in material relation to that work. Support Service is the bounded Work–Result whole within the declared Service Context and Service Period.

The relationship is conceptual, not arithmetic and not exclusively causal. It does not presume that every Support Result was caused solely by the Support Work, that a favorable Support Result validates all Work performed, or that apparently satisfactory Work proves a satisfactory Result. Work and Result may be interpreted separately and together.

This distinction prevents completed Work from being treated as automatic proof of a satisfactory Result and prevents a favorable Result from being used to validate all contributing Work. The Work and Result remain separately observable and jointly interpretable within the declared Support Service Quality Object.

The existence of a Support Service does not establish its quality. A service may exist while its Intended Function is only partly realized, while a Critical Service Condition is unresolved, or while the Evidence is insufficient for a responsible positive claim.

7 Support Service Quality

Support Service Quality is the application of the WQI Root Concept Quality to a Support Service Quality Object. It concerns the degree to which the object realizes its Support Intended Functions and Support Intended Results within declared Support Service Boundaries and Support Service Interfaces, as interpreted against applicable Quality Outcome Criteria and supported by sufficient Evidence.

Support Service Quality is object-relative, function-based, person-aware, context-sensitive, evidence-supported, and bounded. It is not identical to the quality of one task, one worker, one Result, one provider, one program, or one document. Findings about constituents may contribute to the determination, but the claim must remain proportionate to the declared object and Evidence basis.

Activity does not equal quality. A completed task, authorized hour, signed record, favorable intention, compliance finding, or absence of reported concern may be relevant, but none by itself establishes a satisfactory Support Service Quality State.

8 Boundaries, Interfaces, Service Context, and Service Period

Boundary and Interface classification is relative to the declared Support Service Quality Object and its Scale. Internal Boundaries organize the constituent parts included within the object. The External Boundary separates the declared object from the External Reference Layer. Internal Interfaces connect participants, work, results, responsibilities, information, and systems within the object; External Interfaces connect the object with parties, systems, requirements, and conditions outside it. Boundary Transparency and Interface Transparency make those inclusions, exclusions, dependencies, transfers, and responsibility relationships visible.

Boundary and Interface classification is always relative to the declared Support Service Quality Object and its declared Scale. Internal Boundaries organize constituent parts within the object. The External Boundary separates the declared object from the External Reference Layer. Internal Interfaces connect constituent parts whose interaction supports Function Realization. External Interfaces connect the object with people, organizations, technologies, funding systems, regulators, environments, and other external conditions. Boundary Transparency and Interface Transparency make inclusions, exclusions, dependencies, responsibilities, limitations, and transfer conditions visible for Evidence interpretation and bounded claims.

Support Service Boundaries identify what is inside and outside the declared object. They may be physical, functional, relational, organizational, informational, jurisdictional, or temporal. Boundary Transparency is necessary because a claim about one worker assignment, Episode, or Service Period is not automatically a claim about all services, all participants, all contexts, or future periods.

Internal Boundaries organize the constituent parts included within the object. The External Boundary separates the declared object from the External Reference Layer. Internal Interfaces connect constituent parts within the object, while External Interfaces connect the object to systems, organizations, persons, technologies, and conditions outside it. Their classification is always relative to the declared object and Scale.

Support Service Interfaces identify points or pathways through which participants, organizations, systems, responsibilities, information, technologies, or environmental conditions interact in relation to Function Realization. Important examples include the Person–Support Worker Interface and Organizational and Inter-Service Interfaces. Many service failures arise at an Interface even when isolated tasks appear satisfactory.

Boundary Transparency makes inclusions, exclusions, Scale, time limits, responsibilities, and external dependencies explicit. Interface Transparency makes the material interactions, transfers, dependencies, and possible failure pathways visible. Together they support responsible Evidence interpretation and prevent a claim from extending beyond what was actually examined.

Service Context identifies the bounded real-life conditions relevant to interpretation. The Service Period establishes the temporal interval to which the object description, Work, Results, Evidence, determination, and claim apply. Changes in context, participants, responsibilities, environment, technology, or time may affect the continuing validity of a determination or claim.

9 Quality Architecture: Factors, Indicators, Criteria, and Evidence

Core Quality Factors identify the major dimensions of Function Realization that must remain visible and controllable for a defined support-service domain. They are derived from the governing Support Intended Function and relevant Failure-Mode Families. Core Quality Indicators make those Factors observable by identifying what is to be examined.

Context-Specific Quality Outcome Criteria identify the expected condition, Result, relationship, threshold, prohibited condition, tolerance, or evidence-supported state against which an Indicator is interpreted within a declared Service Context. Core Quality Factors and Core Quality Indicators remain invariant within the governing Core Standard; Context Guides provide bounded interpretation without creating an alternative Core.

Information becomes Evidence only when its relevance, credibility, context, traceability, currency, and relationship to the declared object, Indicator, Criterion, and claim are established. Evidence may include records, observations, interviews, feedback, demonstrations, functional conditions, incident information, communication, and other sources appropriate to the object and claim. Documentation is a possible source of Evidence; it is not synonymous with Evidence or quality.

Evidence does not independently determine the Quality State. It supports bounded Evidence-Supported Findings against applicable criteria. Those Findings are then integrated through Quality Factor Interpretation and reviewed together with Critical Service Conditions, Non-Substitutability, Assumptions, Uncertainty, and contrary Evidence before the Support Service Quality State is determined.

Evidence-Supported Findings are interpreted at the Quality Factor level before the Support Service Quality State is determined. Evidence Sufficiency limits the strength and breadth of any conclusion.

The methodological sequence remains controlled: information is evaluated for Evidence status; Evidence supports bounded Evidence-Supported Findings; related Findings are integrated through Quality Factor Interpretation; Critical Service Conditions, Non-Substitutability, Assumptions, Uncertainty, and limitations are then reviewed; the Support Service Quality State is determined; and the determination is verified before a bounded Support Service Quality Claim Statement is issued where applicable.

10 Critical Service Conditions, Non-Substitutability, and Uncertainty

Some conditions are critical because their failure, prohibited status, unresolved condition, insufficient visibility, or insufficient Evidence prevents a responsible positive Quality State determination or claim. A Critical Service Condition may concern safety, dignity, consent, essential support, communication access, continuity, competence, responsibility, or Evidence Sufficiency.

Support Service Non-Substitutability means that favorable findings elsewhere cannot compensate for a failed or unresolved Critical Service Condition. Strong performance in unrelated areas does not substitute for a condition essential to the person, the service, or the declared determination.

Assumptions, Uncertainty, Unresolved Conditions, and Assumption Drift must remain visible. Absence of Reported Service Concern or Observed Service Failure is an Evidence condition, not proof of satisfactory quality. The significance of absence depends on the adequacy of observation, monitoring, service history, Evidence continuity, and the declared claim Boundary.

11 Support Service Quality State Determination and Claims

A Support Service Quality State is the interpreted quality condition of the declared object at a stated time or during a stated period. The Quality State exists as the condition of the object; the determination process does not create it. Support Service Quality State determination is the structured interpretation through which Evidence-Supported Findings, Quality Factor Interpretations, Critical Service Conditions, Non-Substitutability, Uncertainty, and limitations are considered together.

Determination and verification remain separate functions. Determination develops the supported interpretation of the object; verification examines whether that interpretation and its Evidence basis are sufficiently accurate, complete, traceable, and bounded for the intended claim. A claim communicates only what the completed determination and verification support.

Principal AMSI Conceptual Dependency

Support Service Quality Object and Description
→ Structural Checkpoints → Boundaries and Interfaces
→ Support Intended Functions and Support Intended Results
→ Support Work and Support Results → Support Service
→ Failure-Mode Families → Core Quality Factors → Core Quality Indicators
→ Context-Specific Quality Outcome Criteria → Evidence-Supported Findings
→ Quality Factor Interpretation → Critical-Condition and Non-Substitutability Review
→ **Support Service Quality State → bounded Support Service Quality Claim Statement**

A Support Service Quality Claim Statement is a bounded communication derived from a supporting determination. Its Claim Boundary identifies the object, context, period, criteria, Evidence basis, Assumptions, Uncertainty, Unresolved Conditions, Critical Service Conditions, limitations, and conditions of continued validity.

First-party and second-party claims and third-party certification differ in the identity, interest, authority, and independence of the party making the claim. Certification is a bounded third-party attestation; it is not a general certification of every worker, provider, organization, context, or future service. Detailed determination, verification, claim, and certification methods belong in AMSI SCM1.

12 AMSI Core Standards and Context Guides

An AMSI Core Standard establishes the invariant Support Intended Function architecture, Core Quality Factors, Core Quality Indicators, relevant Critical Service Condition categories, determination requirements, and permissible claim structure for a defined support-service domain. It uses the authoritative concepts in WQI_VOC1 and AMSI VOC1 and does not redefine them.

A Context Guide interprets the governing Core Standard for a bounded setting, activity, population, realization pathway, or service condition. It may identify context-specific subfunctions and Support Intended Result interpretations where they remain traceable to the Core Support Intended Function. It may define Context-Specific Quality Outcome Criteria, relevant Evidence sources, Failure Modes, Critical Service Conditions, and claim limitations. It does not alter the Core Quality Factors or Core Quality Indicators.

Different realization pathways, settings, populations, or service arrangements do not create different Core methodologies. They create bounded contexts in which the invariant Core is interpreted through context-specific criteria, Evidence, Failure Modes, Critical Service Conditions, and claim limitations.

12.1 Personal Care Aide Family

- PCA1 — Personal Care Aide Whole Quality Standard — Core
- Bathing Support Context Guide
- Mobility Support Context Guide
- Meal Support Context Guide

The PCA Core establishes the invariant service-family architecture. The Context Guides interpret that architecture for defined daily-living support contexts without fragmenting the Core by payer, program label, employment model, diagnosis, or provider arrangement.

12.2 Vocational Rehabilitation Job Coaching Family

- VRJ1 — Vocational Rehabilitation Job Coaching Whole Quality Standard — Core
- Cleaning Services Employment Context Guide

The VRJ Core establishes the invariant architecture for job coaching focused on maintaining competitive integrated employment. Employment Context Guides interpret the Core for bounded workplace contexts while preserving occupational scope, worker dignity, employer responsibilities, and the Core Quality Factors and Indicators.

13 AMSI Document Architecture

The Whole Quality document architecture separates explanation, authoritative definitions, invariant requirements, context-specific interpretation, occupational reference, and controlled methods. This preserves one concept—one authoritative definition and prevents one document from attempting to perform every function.

Document layer	Primary function
WQI Foundational Articles	Explain the Whole Quality methodology and its development.
WQI_VOC1	Defines authoritative Root Concepts that remain invariant across application domains.
AMSI SAM1 and WQS1	SAM1 provides the entry explanation for why AMSI standards are needed; WQS1 provides the AMSI Whole Quality Framework and connects the document architecture.
AMSI VOC1	Defines authoritative Support Service Quality Applied Concepts and controlled usage rules.

Document layer	Primary function
AMSI ORF1	Provides the cross-cutting SOC-Anchored Occupational Reference Framework.
AMSI Core Standards	Establish invariant quality architecture and requirements for defined support-service domains.
AMSI Context Guides	Provide bounded Context-Specific Interpretation of a governing Core Standard.
AMSI SCM1	Governs controlled methods for Quality State determination, verification, claims, and third-party certification.
Diagrams, tools, and supporting publications	Explain, illustrate, analyze, or support application without creating competing definitions or Core requirements.

Supporting publications may address funding, technology, cost and value, disability and work ability, human-service Boundaries and Interfaces, certification, and other practical issues. They apply or analyze the architecture; they do not replace the governing vocabulary, Core Standard, Context Guide, or methodology.

Their explanatory or analytical role is subordinate to the governing architecture. A supporting publication may reveal a quality-relevant condition or assist application, but it does not create a new Root Concept, Applied Concept, Core Quality Factor, Core Quality Indicator, determination method, or certification authority.

Within this hierarchy, WQS1 is the explanatory hub: Vocabulary Standards govern definitions; ORF1 governs occupational anchoring; Core Standards establish invariant domain architecture; Context Guides provide bounded context-specific interpretation; SCM1 governs determination, verification, claim decisions, and continued validity; and diagrams, tools, and analytical publications support understanding and application without creating competing definitions or Core requirements.

14 AMSI Within the Support-Service Ecosystem

AMSI standards and related publications are voluntary and non-regulatory. They do not create legal obligations, licensing status, reimbursement entitlement, employment requirements, clinical decisions, audit duties, or certification status. They do not replace applicable laws, regulations, program requirements, contracts, individual plans, professional responsibilities, occupational requirements, or organizational policies.

These external sources may form part of the Reference Layer for a defined application. They may supply responsibilities, criteria, evidence expectations, or contextual requirements. Compliance with them may be necessary, but compliance alone does not determine the Support Service Quality State. Conversely, a positive AMSI quality interpretation does not override controlling external requirements.

AMSI occupies a complementary object-level quality layer. It connects the applicable Reference Layer to a declared Support Service Quality Object and supports transparent, evidence-based, bounded interpretation and communication.

15 Whole Quality in Support Services — Summary

Whole Quality Architecture for Support Services

One declared Support Service Quality Object

Support Intended Function + Support Intended Result + bounded Service Context

Support Work + Support Result = Support Service

Core Quality Factors + Core Quality Indicators

Context-Specific Quality Outcome Criteria + sufficient Evidence

Critical Service Conditions + Non-Substitutability + visible Uncertainty

Support Service Quality State determination

Bounded and responsible Support Service Quality Claim

This sequence is not an arithmetic formula and does not imply that every element can be averaged or substituted. It is a conceptual architecture preserving traceability from the declared object and its function through Evidence, interpretation, determination, and communication.

16 Conclusion

Support services exist because people require support that matters in real life. Whole Quality keeps the quality question centered on the complete Support Service Quality Object: what the service is intended to realize, what Work is actually performed, what Result occurs, how Boundaries and Interfaces affect realization, what Evidence supports interpretation, and what Quality State and claim can responsibly be communicated.

AMSI SAM1 explains why this quality architecture is needed. AMSI VOC1 establishes the authoritative Applied Vocabulary. WQS1 connects the concepts and document layers. AMSI ORF1, Core Standards, Context Guides, SCM1, diagrams, tools, and supporting publications then apply the architecture without creating competing definitions.

Through this layered approach, AMSI seeks to make support-service quality visible, understandable, evidence-supported, context-sensitive, and responsibly bounded.

17 Copyright and Use Notice

This document, WQS1-2026 — Whole Quality in Support Services, is the AMSI Whole Quality Framework and hub document. It presents explanatory material for understanding and discussing Whole Quality across personal, social, employment, residential, community, and related support contexts.