

Work (Service) Quality

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Special Note

Introduction

Purpose and Scope

The Work (Service) Quality Standard (WSQ1) provides a structured approach to defining, measuring, and improving service/work quality. It ensures that quality is measurable, using a system of quality factors, indicators, probes, and objectives that guide assessment and continuous improvement.

WSQ1 applies to any work or service where consumer-provider agreements define expectations. It is particularly relevant in sectors such as vocational rehabilitation, social services, healthcare, and employment support.

Definitions

- **Consumer** – The recipient of the work or service.
- **Service Provider** – The entity or individual delivering the work or service.
- **Quality Factor** – A fundamental attribute defining service/work quality.
- **Quality Indicator** – A measurable characteristic of a quality factor.
- **Probe** – A data point used to measure a quality indicator.
- **Quality Objective** – A predefined target for an indicator's performance.
- **Quality Scale** – A structured system for evaluating whether objectives are met.
- **Quality Assessment** – The process of evaluating service/work quality based on probes.

1. Visualization of Work (Service) Quality



Fig.1: Work (Service) Quality Pathway Visualization

This visualization represents the pathway to achieving high-quality service delivery within the AMSI WSQ1 standard. The image represents a structured and progressive journey, ensuring clarity for both service providers and consumers. The pathway emphasizes the importance of identifying quality factors, establishing measurable indicators, defining objectives, and continuously improving service outcomes.

Infographic Guide:

- **Initial Assessment:** Define service expectations and evaluate consumer needs.
- **Quality Factor Identification:** Identify key quality attributes based on consumer needs.
- **Setting Measurable Indicators:** Establish indicators for evaluating the performance of each quality factor.
- **Assigning Probes:** Select appropriate data points (probes) to measure the identified indicators.
- **Establishing Quality Objectives:** Set clear, measurable, and achievable quality objectives for each indicator.
- **Measuring Quality Performance:** Collect data through probes and assess quality indicator performance.
- **Review and Analysis:** Compare performance with established objectives to evaluate service quality.
- **Continuous Improvement:** Implement strategies for feedback and adaptation to enhance service quality.
- **Final Quality Verification:** Confirm that quality objectives have been met and document results.

This visualization helps ensure that all parties involved understand the service quality assessment process and remain aligned with the goals of the AMSI WSQ1 standard.

2. Quality Framework for Work (Service) Quality

2.1 Concept of Quality as a Shared Responsibility

Work (service) quality is a shared responsibility between the consumer and the service provider, requiring clear agreements on expectations, measurement methods, and continuous improvement.

2.2 Structure of Quality Assessment

- **Quality Factors** – Fundamental attributes describing service/work quality.
- **Quality Indicators** – Measurable criteria for evaluating performance.

- **Probes** – Data points used to assess indicators.
 - **Quality Objectives** – Performance benchmarks for each indicator.
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3. Quality Factors

3.1 Definition and Assignment

Quality factors define the core elements of service/work quality, agreed upon by the consumer and provider. These factors serve as the foundation for objective assessment.

3.2 Categories of Quality Factors

- **Performance-Based Factors** – Accuracy, efficiency, effectiveness.
 - **Consumer Experience Factors** – Satisfaction, accessibility, responsiveness.
 - **Compliance & Regulatory Factors** – Adherence to safety and legal requirements.
 - **Relationship & Communication Factors** – Clarity, professionalism, adaptability.
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4. Quality Indicators and Probes

4.1 Relationship Between Indicators and Probes

Each quality factor is evaluated using indicators, which are measured through probes (data points).

4.2 Assigning Quality Indicators

- **Clear** – Well-defined and specific.
- **Measurable** – Quantifiable using standardized methods.
- **Actionable** – Used to guide service improvement.

4.3 Measuring Quality Indicators Using Probes

- **Standardized** – Collected using consistent methods.
 - **Quantifiable** – Based on objective data.
 - **Repeatable** – Ensuring reliability across different timeframes.
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5. Quality Objectives and Assessment Methods

5.1 Establishing Quality Objectives

Quality objectives are assigned for the quality indicators to define the expected level of performance. They serve as the benchmark for measuring success and must be:

- **Specific** – Clearly describe what is expected.
- **Measurable** – Expressed in quantifiable terms.
- **Achievable** – Realistic and based on practical service conditions.

5.2 Quality Assessment Process

5.2.1. Define Quality Factors → Identify aspects of service/work quality.

5.2.2. Assign Quality Indicators → Establish measurable criteria.

5.2.3. Assign Quality Objectives → Set target performance levels for each quality indicator.

5.2.4. Measure Probes → Collect objective data points.

5.2.5. Compare with Quality Objectives → Evaluate performance.

6. Consumer-Provider Agreement on Quality

6.1 Importance of the Agreement

A Consumer-Provider Agreement ensures transparency and accountability by documenting quality factors, indicators, and objectives.

6.2 Structuring the Agreement

- **Basic Information** – Consumer, service provider, service description.
- **Defined Quality Elements** – Quality factors, indicators, probes, and objectives.
- **Review Process** – Frequency of quality assessment and agreement updates.

7. Quality Scales and Evaluation

7.1 Types of Quality Scales

- **Binary Scale (Pass/Fail)** – Determines whether the quality objective is met.
- **Percentage Scale** – Measures the proportion of probes meeting the objective.
- **Five-Point Scale** – Rates performance from "Unacceptable" to "Outstanding".
- **Weighted Scoring** – Assigns importance to different quality indicators.

7.2 Selecting the Right Scale

Scales should be tailored to service type, consumer needs, and assessment goals.

8. Continuous Improvement in Work (Service) Quality

8.1 Feedback and Adaptation

Consumers and service providers should continuously review quality data to refine objectives and improve service outcomes.

8.2 Strategies for Continuous Improvement

- **Consumer Feedback Integration** – Surveys, focus groups, complaint tracking.
 - **Benchmarking Against Best Practices** – Comparing performance to industry standards.
 - **Training and Capacity Building** – Enhancing service provider competencies.
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9. Compliance and Implementation

9.1 Responsibilities of Consumers and Service Providers

- **Consumers** – Define expectations, participate in assessments, and provide feedback.
- **Service Providers** – Deliver services based on agreements, document quality data, and implement improvements.

9.2 Monitoring and Reporting

- **Regular Quality Assessments** – Reviewing probe data against quality objectives.
 - **Reporting Results** – Structured documentation for transparency.
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10. Conclusion

10.1 Key Takeaways

- Quality is measurable, not abstract.
- Consumer and service provider collaboration is essential.

- Structured assessment enables transparency and accountability.
- Continuous improvement ensures long-term service excellence.

10.2 Adoption of WSQ1

Service providers and consumers should integrate WSQ1 into agreements to enhance service reliability and consumer satisfaction.

11. Appendices

11.1 Sample Consumer-Provider Quality Agreement Template

This template provides a structured format for documenting consumer-provider agreements on quality.

Consumer-Provider Quality Agreement

Section		Details	
Consumer Name		[Full Name]	
Service Provider Name		[Full Name/Organization]	
Service/Work Description		[Brief Overview]	
Effective Date		[Start Date]	
Review Frequency		[Quarterly/Biannually/Annually]	
Defined Quality Factors, Indicators, and Objectives			
Quality Factor	Quality Indicator	Probe (Measurement Method)	Quality Objective
Timeliness of Service	Response time to requests	System-generated logs	≤ 24 hours
Consumer Satisfaction	Service rating in surveys	Surveys conducted quarterly	≥ 80% satisfaction
Compliance	Adherence to safety regulations	Inspection reports	100% compliance

Agreement Confirmation

Both parties agree to adhere to the Work (Service) Quality Standard (WSQ1) and collaborate to maintain and improve quality over time.

Signatures:

Consumer: _____ (Date)

Service Provider: _____ (Date)

11.2 Examples of Quality Elements in Different Sectors

Vocational Rehabilitation Services

Quality Factor	Quality Indicator	Probe	Quality Objective
Job Placement Success	% of consumers placed in employment	Employment records	≥ 70% within 6 months

Customer Support Services

Quality Factor	Quality Indicator	Probe	Quality Objective
Response Time	Time to respond to inquiries	System logs	≤ 2 hours

Healthcare Services

Quality Factor	Quality Indicator	Probe	Quality Objective
Treatment Effectiveness	Recovery rate	Patient records	≥ 85% improvement

Disability Support Services

Quality Factor	Quality Indicator	Probe	Quality Objective
Accessibility	Availability of assistive technologies	Inspection reports	100% compliance

11.3 Examples of Quality Scales

Quality Scale	Description	Example
Binary Scale (Pass/Fail)	Used for compliance-based services where outcomes are either acceptable or unacceptable.	"Did the service provider meet the accessibility requirements?" (Yes/No)
Percentage Scale	Measures the proportion of successful probes meeting the objective.	"90% of customer inquiries responded to within two hours."

Five-Point Scale	Rates service/work quality from Unacceptable (1) to Excellent (5).	"Rate your satisfaction with response time: 1 = Unacceptable, 5 = Excellent."
Weighted Scoring	Assigns different weights to indicators based on priority.	"Customer satisfaction (40%), response time (30%), issue resolution (30%) = Total Service Score."

11.4 References and Further Reading

- **ISO 9001 Quality Management**
 - **Consumer-Centered Service Delivery Best Practices**
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Special Note

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