



AMSI WSQ1 – Work (Service) Quality Standard

First Draft Edition – 2025

Summary:

Provides a structured, sector-neutral framework for defining, measuring, and improving quality in any work or service. Uses quality factors, indicators, probes, and objectives—agreed upon by consumers and providers—to ensure performance is transparent, measurable, and continuously improved.

Purpose:

To help consumers and service providers co-define expectations, **set quality factors, their indicators with measurable quality objectives**, assess performance, and drive ongoing improvement through structured agreements and evaluation methods.

Key Points:

- Applies across sectors, including vocational rehabilitation, social services, healthcare, and employment support
- Defines quality factors, indicators, and probes to guide assessment
- Uses adaptable quality scales: binary, percentage, five-point, and weighted
- Emphasizes collaboration, feedback, benchmarking, and training

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