AUDIENCE: All interested parties.

PURPOSE: To build quality management capacity by enhancing the knowledge and skills of staff who function as leaders in quality management throughout the service delivery system.

BACKGROUND: As part of ODP’s Quality Management Strategy, a QM Certification Program has been created to satisfy four objectives:

- Offer the highest quality services that promote choice and control in individuals’ everyday lives
- Implement positive practices
- Safeguard the health and safety of individuals receiving services
- Ensure program compliance with regulations

QM Module 104, Part Two of the QM Certification Program is now available to all audiences so that stakeholders can have a shared understanding of the topic, tools, and resources. More information on the QM Certification Program will be provided by ODP in future announcements.

QM Module 104 Virtual QI Team is part two of Module 104 in the Quality Management Certification Program.
There are two parts to the course:

- Part 1, which was released on 5-26-15 (ODP Announcement 042-15) describes what a QI Team is, its importance in achieving and sustaining improvement; as well as the specific activities of a QI Team and the roles and responsibilities of its members.

- Part 2 (announced here) illustrates how a virtual QI Team functions differently from other workgroups by using quality management practices to achieve continuous quality improvement.

**ALSO AVAILABLE:**

*QM Module 101, Introduction to Quality Management:* a two-part webcast focused on the overview of the Quality Management (QM) Certification Program.

*QM Module 102, Using Information and Tools for Quality Management:* a two-part webcast describing how ODP uses information and tools to further support its quality management agenda.

*QM Module 103, Quality Management Planning:* a two-part webcast describing how quality management priorities are set, writing quality management plans with goals and objectives. This training also includes how to write, implement, monitor and evaluate quality management plans.

Module 105, the face to face training module in the QM Certification series is in development. Further information about the ODP QM Certification will be announced in future ODP Communications.

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### Online Course Access

**ODP’s Quality Management Certification Program: Modules 101, 102, 103 and 104**

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