

# Meet your team!

## Mirella Andrew: Quality Team Leader



*'Quality is essential for any organisation and I truly believe PQASSO is a great way to prove your worth. I'm looking forward to working more closely with our PQASSO mentors who are so highly valued in the sector!'*

Mirella joined Charities Evaluation Services (CES) in 2006 as the PQASSO Quality Mark Coordinator. One of CES' experts on PQASSO, Mirella has developed and delivered courses on how to implement PQASSO, as well as being heavily involved in the PQASSO Quality Mark service. Many of you will recognise her as a trainer from the PQASSO mentor programme.

Mirella is a real expert in the field, who is well versed on other quality systems in use in the third sector - including EFQM Excellence Model, Investing in Volunteers, Investors in People and other sector-specific and bespoke quality standards. She is also a trained ISO 9001:2000 Lead Auditor.

## Anastasia Mihailidou: Quality Trainer and Consultant



*'Mentors, development workers and other support providers are the people that can make a real difference when guiding organisations through new systems and models. They are the champions that can truly inspire and empower organisations in order to make the whole experience a real success.'*

Anastasia joined CES in 2008 as a Performance Consultant for the National Performance Programme, working primarily with infrastructure organisations on both national and local levels. In March 2011 the Programme came to an end, and Anastasia joined CES' Quality Team.

Anastasia provides training and technical support to organisations around the implementation of PQASSO and other quality standards, as well as development of outcomes focused monitoring systems. She is also a PQASSO Quality Mark Peer Reviewer, and the lead for the Outcomes Champions programme. Since joining the team in April, Anastasia has taken the lead on strengthening the network of PQASSO mentors across the country, and feels strongly that PQASSO mentors and Outcomes Champions can make a real difference to the lives of organisations in the sector.

If you want to discuss anything around your role as a mentor, feel free to get in touch:

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