

table 1: the scope of each approach to quality

This table shows the different aspects of quality covered by each approach.

	PQASSO	Customer Service Excellence	Excellence Model	Investors in People (IIP)	Investing in Volunteers	ISO 9001	Quality First	VISIBLE
Edition	2008	2008	2009	2009	2010	2008	2004	2005
Leadership / management	✓	x	✓	✓	✓	✓	✓	✓
Financial management	✓	x	✓	x	x	x	✓	✓
Staff / volunteer management	✓	x	✓	✓	✓	✓	✓	✓
Process management	✓	✓	✓	x	x	✓	x	x
Learning and development	✓	x	✓	✓	✓	✓	x	x
Governance	✓	x	✓	x	x	x	✓	✓
Equality and diversity	✓	x	✓	✓	✓	x	✓	✓
Involvement of users	✓	✓	✓	x	x	✓	✓	✓
Outcome focused	✓	✓	✓	x	x	x	x	x
Environmental issues	✓	x	✓	x	x	x	x	x