

## table 2: choosing between different approaches to quality

	PQASSO	Customer Service Excellence	Excellence Model	Investors in People	Investing in Volunteers	ISO 9001	Quality First	VISIBLE
Edition	2008	2008	2009	2009	2010	2008	2004	2005
Experience of use in the sector	High	Low	Low	High	Medium	Medium / high	Medium	Medium
Suitability for size and type of organisation	All voluntary and community organisations	All	Not well suited to small organisations	All	All organisations using volunteers	All	Small / no paid staff	Community organisations
Areas covered	All areas	Focuses on service users.	All areas	Focuses on development of people to support your objectives.	Focuses on management of volunteers.	Focuses on your quality management system.	All areas	Operating standards for community organisations
Demand on staff time	Medium	Medium	Medium / High	Medium	Medium	High	Low / medium	Medium
Cost to buy a copy of the standards	Low	Free online	Low	Free online	Free online	Low	Low	Low
Complexity	Low	Medium	High	Medium	Low	High	Low	Low
Support / training available	Workbook and CD-ROM for doing it yourself Local network of mentors Training	Free online self-assessment tool and guidance Consultancy and training	Publications Training	Free online diagnostic tool Support is built into assessment process.	Free online toolkit E-learning programmes Support is built into assessment process.	Publications Training Consultancy	Not available	Free online support, guidance and resources Network of local agents
Cost of face-to-face support / training	Low	Medium	High	Medium	Low	High	Not available	Low
Availability of external accreditation	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes