QM Spotlight

More than 1,400 professionals
ODP QM Certified!

BUILDING & SUSTAINING A CULTURE OF QUALITY
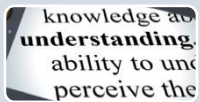
WE CONTINUOUSLY STRIVE TO BUILD AND SUSTAIN A CULTURE OF QUALITY WITHIN ODP AND ACROSS OUR SYSTEM THAT INCLUDES THESE KEY CHARACTERISTICS

✓ *Desire to understand* what contributes to inadequate service quality.

✓ Recognition that mistakes occur and *blaming others isn't useful*.

✓ Shared *understanding of trust* and learning.

✓ *Shared responsibility* for identifying opportunities for improvement.

✓ *Commitment to partnership* among all agencies and stakeholders.

✓ *Reciprocal feedback loops* between stakeholders in pursuit of excellence.

REMEMBER!

We're Partners,

Not Police!

☺

ODP's QM CERTIFICATION

An important tool used to build and sustain a culture of quality.

Successful QM is always a team effort and is thus everyone's responsibility!

Visit MyODP to learn how YOU can become QM certified and connect your team with a culture of quality!

INFORMATION SHARING & ADVISORY COMMITTEE (ISAC)

Is ODP's Stakeholder Quality Council.
ISAC Recommendations and strategies guide us in all we do!
Click on the links below to get up to date on the work of ISAC:
ISAC 2023 Annual Report
ISAC 2023 Recommendations & Strategies