

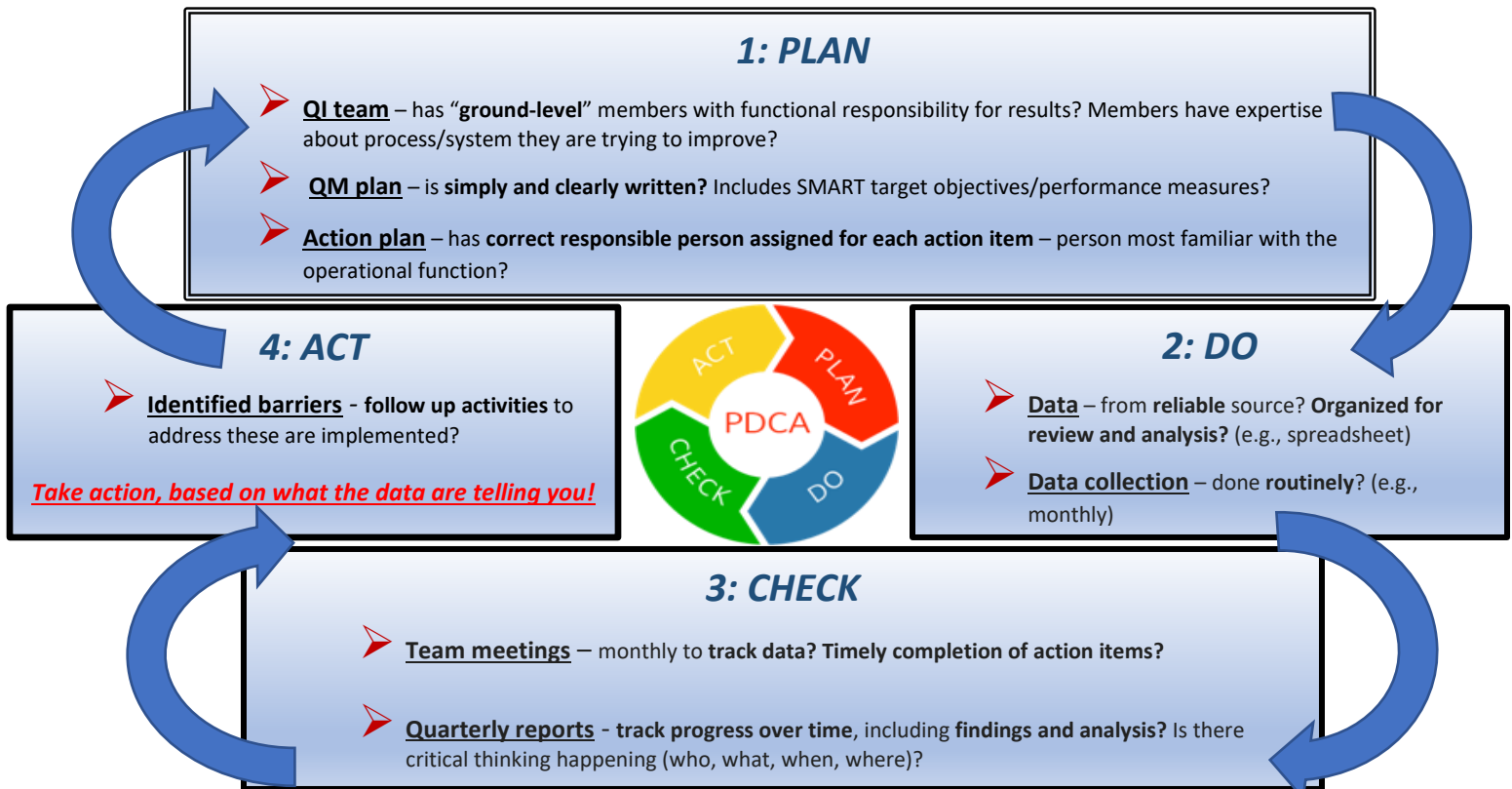
*Welcome to ODP's QM Spotlight, the first in a series of quarterly informational publications intended to provide guidance and helpful hints as you work at applying QM principles and practices in your organization.*

Check this out in MyODP:  
[ODP QM Certification Handbook](#)

*Over 1,000 professionals  
ODP QM Certified!*

The QM planning process involves implementation of the **Plan-Do-Check-Act (PDCA)** cycle. It is important that a QI team engage in each of these 4 steps to ensure success!

**So...what happens when a QI team isn't seeing improvement after implementing a QM Plan?**  
*Consider the following...*



## Q&A CORNER



**Question:** Can an entity develop a QM/Action plan using data that specifically targets compliance outcomes (e.g., to correct a regulatory compliance issue)?

**Answer:** Yes. However, an entity must **also** develop a QM plan using *person-centered performance data*.

**Note:** QA&I defines a person-centered QM plan as one that *specifically targets people outcomes, not compliance outcomes*. In other words, focuses on positive results for the people we serve instead of projects that focus on whether a box was checked. **Ask – How will this impact a person's quality of life?**