



# Template: PQI Information Packet for Stakeholders (PA-PQI 6.01)

PA-PQI 6.01 requires an agency to make basic information about its PQI process available to its stakeholders. An agency's stakeholders include any person, group, or agency that has a vested interest in the services provided by the agency. Examples can include: service recipients, citizen review and advisory groups, staff, funding organizations, referral organizations, vendors, consumer advocates, community partners, and governmental bodies, or others as defined by the agency.

This template provides an outline of the elements of a basic PQI Information Packet for the agency's stakeholders. It may be written as single document or a series of pamphlets. The Packet or elements of the Packet can be tailored to different stakeholder groups.

The standards listed next to the section titles should provide guidance as to the specific content to be included.

The Information Packet should not be long; no more than 3-7 pages.

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[Document Title]  
[Agency Name]  
[Address]

[Name and Title of Contact Person]  
[Contact Information]

[Statement About Opportunities for Interested Stakeholders to Become Involved]

## **A. Description of the Agency's Philosophy of PQI** (See PA-PQI 1, PA-PQI 1.02, PA-PQI 2.01, PA-PQI 3.01)

- Role and purpose of PQI in the agency
- Promotes excellence and continuous improvement
- Broad-based, agency-wide, inclusive of staff and stakeholders
- Support for strategic priorities and goals
- Addresses agency performance, service delivery, and client outcomes
- Covers all programs and services



**B. Outline/Overview of the PQI Process:** (See PA-PQI 2.03, PA-PQI 5.01)

- Logic model, flow chart, or narrative description of the agency's PQI Process / Framework (See PQI Flow Charts on COA's Standards website)
- Role, responsibilities, and composition of PQI Committee (See PA-PQI 1.02c, PA-PQI 2.02a, PA-PQI 2.05)

**D. Stakeholders:** (See PA-PQI 1.02f, PA-PQI 2.02d, PA-PQI 3.02, PA-PQI 3.04, PA-PQI 5.03, PA-PQI 5.05)

- How the agency defines its stakeholders (See the interpretation to PA-PQI 2.02)
- How stakeholders are involved in PQI (See *Tip Sheet – Stakeholder Involvement*, on the standards website)

**E. Brief Summary of What the Agency is Measuring** including the following categories:

- Long-term strategic goals (See PA-AM 7.03)
- System-Level Performance (See PA-AM 2.05, PA-PQI 2.06, PA-PQI 3.02, PA-PQI 3.03, PA-PQI 3.04)
- Management / Operations Performance (See PA-PQI 2.02c, PA-PQI 3.02, PA-PQI 3.03, PA-PQI 3.04)
- Program / Service Delivery Effectiveness (See PA-PQI 2.02, PA-PQI 3.03, PA-PQI 4, PA-PQI 4.01, Service Narratives)
  - Note: Widely accepted dimensions of service quality include: accessibility, availability, efficiency, continuity, safety, timeliness, and respectfulness.
- Client and Program Outcomes (See Service Section Narratives and Service Section Purpose standards)

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