

WORLD
QUALITY
DAY 2017



Chartered Quality Institute

Yorkshire Branch

6.30pm 7 November, 2017

Oxford Place Centre, Leeds

Driving improvements in health and public services with the Public Sector Scorecard

This year's World Quality Day talk will be given by Max Moullin, director of the Public Sector Scorecard Research Unit. He is a Fellow of the Chartered Quality Institute and author of the book *Delivering Excellence in Health and Social Care*.

The Public Sector Scorecard is an integrated strategy mapping, service improvement and performance measurement framework for the public and third sectors. It has been used in health care in Canada, Chile and South Africa, as well as in Europe. His interactive talk will include discussion of two multi-million pound projects across organisational boundaries in health and public services.

"Moullin's work in moving performance management from a top-down, blinkered, blame-game approach to a system founded on inclusiveness, cooperation and understanding ... is no mean achievement"

The Operational Research Society

"The PSS was very helpful, as it enables one to see what's happening across the health and social care system and where the balance of risks lies."

John Mothersole, Chief Executive, Sheffield City Council

To book a place contact Secretary.Yorkshire@quality.org