



MANAGEMENT ANSWERS

IMPORTANCE OF A CLEAR BENEFIT ANALYSIS WHEN DECIDING WHICH METHOD OF AUDIT EVALUATION

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Explain the importance of a clear benefit analysis when deciding which method of audit evaluation to use?

It is useful to have a dictionary definition for both benefit and analysis

BENEFIT

Favourable or helpful factor or circumstance

ANALYSIS

A detailed examination of issues and substance

There are basically two major national quality awards that audit for quality of service.

Investor in People

Monitors People and business objectives. The standard changes every 5 years and the auditing can be one or three years. It is audited by external assessors who either pass the home, refer (come back later when outstanding issues are dealt with or failed). The standards is international

ISO 9000 Series

Based on industry, is more about how things get done, rather than people, it is again outside auditors who pass, refer or fail. They audit every six months. The standard is international.

Internal In-House Audits

From a cost benefit point of view, this will be the cheapest. Internal staff audit issues they believe are important and can show outside agencies what they are monitoring and the results of those audits, which can be graphed to show improvements or failings, and what the home is doing about them. This carries less kudos, but if done correctly can be as valuable