



Evaluation and Quality Development: Principles of Impact-Based Quality Management

Reinhard Stockmann

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The topics of evaluation and quality management have, up until now, scarcely been linked to one another. This book contributes to the balancing of this deficit. It shows how the instrument of evaluation can be utilised, with a focus on quality development in non-profit organisations (NPO's). It is assumed that the equality of services rendered by non-profit organisations is measured first and foremost against the achievement of the outcomes that were originally planned. The optimisation of impacts is thus placed at the heart of the evaluation model developed. To this end, a set of evaluation guidelines is compiled, and the methodology for its application presented. The impact-oriented evaluation model put forward here can, in principle, be applied in all fields of activity and during all programme phases. It can also be used for the creation of monitoring systems.

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