



1.4 COMPANY GOALS - QUALITY IMPROVEMENT PLAN

QUALITY IMPROVEMENT PLAN PURPOSE

To ensure that LADD continuously improves the quality of our services while always keeping the focus on our Mission, Vision and Values.

QUALITY MANAGEMENT METHOD

To ensure all service locations provide quality support services; LADD develops and implements an approved Quality Improvement Plan that is focused on outcomes in the four categories of effectiveness, efficiency, access and satisfaction. The Quality Improvement Plan is developed, reviewed and updated during the strategic planning process by LADD Directors and trained to all management and employees.

[Click Here to View the Quality Improvement Plan](#)

