

BEYOND COMPLIANCE: A NEW VIEW OF QUALITY

The system does have the authority and interest in defining quality because of

- The investment of public dollars
- Wanting to enhance personal lives

The investment of public dollars should involve:

- An investment or return of human capital
- A lessening of dependence
- Stewardship
- Accountability

The current system strives for this. In many cases, however, the outcome is only:

- Public expenditures with increasing expense
- Continuing or increasing dependence
- Leveraging with other public dollars