

QUALITY OR COMPLIANCE

**Derrick F. Dufresne
CRA.
736 Crab Thicket Lane
St. Louis, MO 63131
314-821-3316
cra@aol.com**

DEFINITIONS

BUYER: (n) One who buys; consumer

SELLER: (n) A person who sells; vendor

ADVOCATE: (from Latin *advocare* – to summon for aid; call) (n) A person who pleads another's cause

ADVOCATE FOR: (v) To speak or write in support of; to be in favor of

COMPLIANCE: (n) Complying, or giving in to a request, wish, or demand; acquiescence; a tendency to give in readily to others; in compliance with; in accordance with

QUALITY: (n) (1) any of the features that make something what it is . . . basic nature, character, kind, distinguishing feature(s); (2) the degree of excellence which a thing possesses; superiority

QUALITY vs. COMPLIANCE

True quality can only be defined by a person him/herself. If we are going to use the terms “person-centered,” then quality must involve discovering/uncovering what is important to vs. important for the person.

Compliance is an externally defined review of standards, rules, and other elements, i.e., health and safety. System centered planning involves those things that may be important for, rather than what is important to the person.

Examples include:

- Diet
- Medication
- Programming

- Work

The key is not to mix quality and compliance.

We cannot say what is quality to a person, we can define whether or not the services/supports offered are in compliance with the seller's requirements.

Are there universal human values that can serve as an externally defined definition of quality?

Perhaps

Possibilities include:

- Meaning
- Money
- Control
- Intimacy