

## Quality Association Standards

### Criterion Four: Programs, Services and Activities

State

Leader

There must be evidence that the association's programs, services and activities meet member and other targeted groups/needs, are formally planned, funded, coordinated, implemented, monitored, and evaluated, and that sufficient human resources are available to implement, maintain and evaluate these programs, services and activities.

	GUIDELINES	YES	NO	In Process	Explanation
1	The association has taken into consideration the fiscal resources, time available and available volunteer time necessary to implement its programs, services and activities.				
2	The allocation of responsibility for action on programs, services and activities, and the determination of the allocation of resources is clear and understood by the governing body, the committees/staff, and the other appropriate components of leadership.				
3	The association assesses, on a regular basis, whether formal or informal, programs and services it delivers to members, to ensure they meet member needs.				
4	The association has mechanisms in place to respond quickly to emerging opportunities for projects, programs or activities.				
5	The association regularly evaluates the use of technology in the delivery of its programs, services, and activities.				
6	At the annual conference, the association provides professional development for membership that includes opportunities for networking and sharing.				

#### Next Steps:
