

Abstract of the thesis

This diploma thesis deals with quality management in the social service, providing addictology care. Its aim is to find out and describe how the selected contact center approaches quality and what methods and tools are used in the service for quality development. A partial goal is to propose recommendations on how to support further quality development in the examined service.

The theoretical part defines the basic concepts related to quality in social services providing addictology care. A case study method was chosen for qualitative research. The data were obtained through semi-structured interviews with staff of the researched service and through document analysis. Data processing took place in the form of open coding.

The main finding is that the contact center does not use an excellence quality model for quality management. Quality and its development is an important part of the overall management and operation of the contact center. The service does not have specially defined quality criteria and does not knowingly set indicators for quality monitoring. For quality development, the contact center mainly uses the tools that are available within the normal operation of the service. These are the operational manual, meetings (operational, evaluation, client, client, methodical), supervision, training, teambuilding, client satisfaction questionnaires and a code of ethics.

Keywords: quality, quality management, quality of addictology services, critical social work