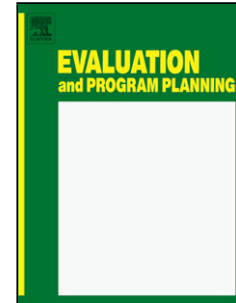


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- **Title.**

Evaluation of the Impact of Intervention Programmes on Education Organisations: Application to a Quality Management System<sup>1</sup>

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## ABSTRACT

This paper analyses the importance of evaluating the various components of the programmes or actions carried out by education organisations. It highlights the need to assess the impact of the intervention on the organisation and consider how changes are consolidated over time in interaction with the context. We propose an impact evaluation model and as an example have chosen the implementation of Quality Management Systems in schools. The paper analyses the results obtained in 40 schools in three regions (Spanish Autonomous Communities) with varying levels of implementation. The results show overall impact on these education centres as the teachers and management teams of the centres perceive it. This impact is more evident in some of the dimensions considered in the study than in others. The results also confirm the differences between regional contexts.

**Keywords:** Impact; ; ; ; , Programme Evaluation, Quality Management System, EFQM Model, Cluster Analysis.

## 1. Introduction

The gradual application of intervention plans and programmes in highly diverse organisations has led to an increase in literature of numerous publications related to the evaluation of objectives, effects, results or impact (Fernández-Díaz, Rodríguez-Mantilla, & Fontana-Abad, 2014). There is an evident interest among professionals to determine the efficacy and efficiency of these programmes to see if the efforts made actually achieve the expected objectives or results, their scale and the factors that may influence their degree of success.

At present, staff training programmes, updates or refreshers or the implementation of innovation programs or other type of projects, has to be justified given the need to provide value

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