



Quality management systems in European social service organizations:  
A survey of EQUASS Assurance pioneer adopters | 1

Melão, N., Amorim, M., Marimon, F., Alegre, I. (2018).  
Quality management systems in European social service organizations: A survey of EQUASS  
Assurance pioneer adopters.  
International Journal of Quality & Reliability Management, 35(2), 354-372.  
<http://dx.doi.org/10.1108/ijqrm-10-2016-0187>