

This thesis deals with the role of inspection in shaping the policy of increasing the quality of social services in the Czech Republic from the perspective of the provider, the founder and policy makers. The policy of improving the quality intentions and direction, which should lead to the identification of existing service levels, remedy identified problems and improve performance at different levels. The first part deals with general and specific quality concept in the market sector and in social services. The evaluation systems and quality management known from the commercial sector are presented and subsequently applied to the evaluation of the quality of social services. The practical part of my attempt is to answer the question, how inspection affects improving of policy-making quality of social services. The main method used is a case studies based on semi-structured interviews. In conclusion, the outputs describing the role of inspection from the perspective of individual actors are presented.