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| No. | Objective | Strategy | Activity | Responsible person | Time line | Budget | Process Indicator |
| 01. | To stream line the QM activities in the health institutions in Gampaha district | Preparing action plans for each health institutions for 2019(both hospitals & MOH offices) | Workshop on preparing action plans for,  1.For focal points at hospitals  2.For designated officer at MOHs | Mo-QM(focal point) at RDHS | August | HSDP | % of hospitals & MOH offices prepared action plans before 2019 January |
| 02. | To monitor the QM activities in health institutions | 1.Review activities at district level  2.Supervisory visit to the institutions | Review meetings at RDHS office  I. Visit the hospitals by a team consist of focal point at RDHS and one independent Mo(QM) from a hospital  ii.Visit the MOH offices | Mo-QM(focal point  Mo-QM(focal point | April & September  Two hospital for a month  Do supervision incorporated into the MOH supervision | HSDP | % of hospitals & MOH offices participated  % of hospitals & MOH offices supervised |
| 03. | To improve customer satisfaction and quality of care given to patients at health institutions at the district | Capacity building | Workshops at institutional level  1.DGH Negambo & Gampaha  2.B.H wathupitiwala & meerigama  3.Divisional hospital Divulapitiya, Kiribathgoda, Dompe, Minuwangoda | Mo-focal point at RDHS & relevant focal point at the institutions | From June to September | HSDP | % of institutions completed work shop |