

Policy title:	Quality Management		
Scope:	PM Training		
Policy owner & job title:	Tim Edwards Director Business Excellence		
Approver:	Board		
Date:	01 March 2019	Review Due Date:	01/3/2022

POLICY SUMMARY

This policy sets out our overall approach to quality and focus on continuous improvement, it is underpinned by a policy and procedure framework that guides the actions we take to ensure high consistent quality to all our customers.

Associated Policies & Procedures:

Company policy framework
Quality Assurance handbook

1. POLICY STATEMENT

Quality is fundamental to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback to co-create services and drive improvement
- a customer complaints procedure
- annual planning and project management processes
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- robust performance management system
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a set of policies and procedures which are made available to all employees.

Equality & Diversity:

This policy has been considered against our Equality and Diversity Policy and no additional provisions are required.

2. RESPONSIBILITIES OF EMPLOYEE

Although the Board and Executive have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company and that are committed to and strive to achieve high levels of customer satisfaction through the quality products and services provided.

3. RESPONSIBILITY OF PM TRAINING

PM Training will ensure that:

- clear leadership direction and support are provided with respect to the delivery of quality products and services
- sufficient resources of the required quality are available and provided for colleagues to achieve high levels of quality in their duties.
- colleagues receive regular and up to date training to help them deliver quality services
- regular reviews are undertaken to identify areas of potential improvements
- there is an effective fair and consistent process to monitor and manage performance
- risks are managed effectively through a clearly defined process
- regular reporting and feedback to the Board and Executive takes place in terms of the effectiveness of this policy