



As a user led organisation we endeavour to understand current and future users' needs and will strive to meet users' requirements and exceed expectations at all times.

There is a shared understanding throughout the organisation about what we are trying to achieve and how we are trying to achieve it. This involves:

- Agreeing quality objectives, reviewing their relevance and monitoring performance against objectives regularly
- Ensuring that our users know what to expect from us
- Having a Board and management team in place who can provide clear vision and direction
- Having all policies and procedures documented and reviewed
- Having a Business Plan that details our strategic priorities for the next five years
- Having a Work Plan with measurable outcomes for each project
- Developing a Personal Development Plan for each employee to ensure that they have the relevant skills and expertise
- Using effective communication tools to keep everyone informed

- Actively participating in the audit process, both internal and external, in order to drive continual improvement.
- There is a technical infrastructure capable of supporting the delivery of our aims and strategic priorities.
- There are the necessary resources in place to support the delivery of our aims and strategic priorities.
- There are monitoring procedures in place to ensure that policies and procedures are being implemented and are effective.
- We have positive relationships with our partners and others working in our field to enable us to share experiences and resources, to pool expertise and work in partnership in the best interest of our users.

- We evaluate all activity on a continual basis and use the feedback gained to inform the development of our policies, Business Plan, Work Plans and Personal Development Plans.



Responsibilities

Ultimate responsibility for the implementation of this policy rests with the Board of Trustees. They are responsible for ensuring that the policy is reviewed, ensuring that the organisation is in a position to deliver quality services as described above.

The director is responsible for overseeing the implementation of the Quality Assurance Policy and ensuring that all managers are adhering to their responsibilities.

The managers' responsibilities fall primarily with the Operations Manager in terms of ensuring that quality assurance processes are assigned to relevant employees and volunteers and that adequate and appropriate training is delivered to enable all employees and volunteers to deliver the required standards.

Policy Revisions

This policy will be reviewed every five years and amended as necessary, or earlier in accordance with any forthcoming legislation. All employees should pass suggestions or recommendations for the revision of any aspect of the policy through normal channels to the Chief Executive.

1st of August 2020

Review Date: Aug 2021