

**POLICY STATEMENT**

To accomplish corporate objectives, the company makes certain provisions which are described in this policy. It recognises, however, that success is also dependent on the quality of individual performance and imposes a duty on all employees to work towards continuous quality improvement.

**GLOSSARY OF TERMS****CROSS REFERENCES and other RESOURCE MATERIAL**

[Complaints and Commendation Form 014](#)  
[Course Feedback Form 018](#)  
[Quality Improvement Form 022](#)  
[Supervisors Appraisal Form 023](#)  
[Annual Personal Development Plan 025](#)

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## **Policy**

Quality is defined as the sum of:

- Behaving professionally and courteously and responding promptly
- Knowing the customer's needs and expectations
- Designing to meet those needs and expectations
- Reliable bought-in goods and services
- Error-free manufacture and construction
- Correct quality assurance and safety certification
- Clear instruction manuals
- Suitable packaging
- Meeting agreed delivery dates
- Efficient back-up service
- Making use of field experience to improve product

To accomplish these objectives, the company makes certain provisions. It recognises, however, that success is also dependent on the quality of individual performance and imposes a duty on all employees to work towards the stated objectives.

The quality manager role is undertaken by the Directors with specific responsibility for the development of the quality system and the co-ordination and monitoring of its effective implementation. Any staff member may make a quality improvement suggestion on the appropriate form, after which it will be discussed with that employee and others as appropriate. If found to be a viable suggestion in the opinion of the Directors it will have a staff member assigned for implementation, resources allocated and a timetable set for implementation.

The company ensures that its quality policy, objectives and applicable system requirements are effectively communicated to all employees through newsletters and team meetings and the induction process.

Regular internal audits are performed to verify compliance with all aspects of the quality system and to ensure that deficiencies are promptly corrected. Staff are required to co-operate fully with auditors in the performance of audits and the implementation of any corrective action arising from them. Staff complete an annual personal development plan and are appraised annually by the Directors.

Periodic external audits may also be undertaken by suitably accredited and independent organisations. Their purpose is to provide an assurance of the company's commitment to quality and demonstrate the achievement of its objectives to customers. Similar obligations to those described above apply in these circumstances.

All courses have a feedback sheet completed on them, and regular reviews of individual instructors are carried out to ensure the highest standards are being maintained. In addition there is a formal complaints policy and form should clients/students have concerns about our service.

*Attainment of quality objectives is ultimately measured by the success of the company.*