

Quality Management Policy Standard

Issue date: | July 2010

Authority: | Operations Director, Senior Management Team

Applicability | Covering all business divisions operating throughout the UK.

Quality Management Policy

General

This Quality Management Policy Standard sets out a framework for the development and implementation of a Quality Management System to meet the requirements of the SNA Management System.

This Policy Standard is applicable to all activities undertaken by Safety Net Associates, its business divisions, operating companies, business units and any companies owned or controlled by SNA.

The Policy Standard is issued under the authority of the Operations Director.

Objective & Commitment

Safety Net Associates has evolved a policy statement incorporating its Business Strategy and Mission Statement which encompasses the aspirations of the business, employing quality as the foundation stone for continually improving all the aspects of its Customer service.

We will work in partnership with our customers, and prospective clients, to enable both parties to jointly achieve profitable business development and growth within the constraints of the economic trading and legislative environment appertaining at that particular moment in time.

Safety Net Associates will utilise its expertise in curriculum design and the delivery of public sector qualifications and consultancy to meet its customer's expectations as cost effectively as possible without any compromise with regard to quality.

We will continue to strive for the highest possible standards of customer service and product quality in all aspects of our business. Targets and Objectives will be set where appropriate, and these will be monitored and reviewed regularly to ensure that continual quality and performance improvements are achieved.

Within Safety Net Associates the Directors have the ultimate authority for ensuring compliance with the Quality Assurance Framework, together with an ongoing commitment to continual improvements of the whole quality system.

As part of its drive towards the attainment of higher quality standards within all levels of the Safety Net Associates operating site, the Quality Management Team will hold briefing sessions to inform employees as to the outcome of any review meetings.

Safety Net Associates will ensure that its employees are working within a safe infrastructure and environment, at all times. The Quality Management Team will regularly review and assess the competence of its employees to various tasks, and then provide suitable training to continually improve their performance. This will assist in creating career opportunities for them, as well as improving Customer Satisfaction.

Business qualifications and training solutions

Requirements - Quality Management System

Operating companies will, as an integral part of the management of the business, develop and implement appropriate quality management system/s that address the following elements.

- *Quality Management* - ensuring a formalised, explicit and pro-active approach to systematic business management in meeting its many responsibilities within the provision of business and operating in respect of all business services that are under SNA's managerial control. It will include, as its foundation, a statement of quality policy defining the business unit's fundamental approach to managing quality. It will be based upon common principles which will enable the company to identify its strengths and weaknesses; provide for evaluation against generic models and external recognition; provide a basis for continual improvement
- *Quality Responsibility* - ensures that everyone involved in the quality aspects of the business has clearly defined responsibilities and that managers are responsible for the quality performance of their own organisations
- *Quality Priority* - ensures that it is recognised that quality issues do not take precedence over health, safety or environmental issues, rather that the quality management system actively supports those management elements
- *Quality Objective* – ensuring that while supporting the business service, the principal quality objective is to set the standards that will deliver a consistently high quality of work throughout the business activities thus ensuring customer satisfaction and continual improvement in the level of service provision.

Non-Conforming Items, Preventive & Corrective Action

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.