



## Quality Policy

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Author	Crystina Woolley	1	Review Date:	July 2020

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## 1. Purpose

- 1.1 In operating as a successful business, we are committed to carrying out all our business activities in a sustainable manner by pursuing continuous improvement in all aspects of our business.
- 1.2 As part of our commitment to continuous improvement, customer focus and compliance with regulatory and statutory requirements, the company's Quality program is based on the following principles that identify, manage and evaluate our key business activities, reduce process, enhance people and identify and mitigate health and safety risks.
- 1.3 We will not adversely affect any individual or group identified as part of our Equality and Diversity Policy.

## 2. Scope

- 2.1 Steps to Work (Walsall) Ltd provides assistance to people from 14 upwards in gaining employment or access to training. Services include information advice, guidance, training and employment support measures.
- 2.2 The organisation is committed to working in partnership with customers and suppliers to offer the most appropriate solutions. To achieve this we are committed to using ISO 9001:2015 as a tool to improve the service to all our customers both internal and external on a continuing basis.

## 3. Personnel

- 3.1 The organisation appoints capable and experienced people to carry out work with a quality focus that aligns with the organisation Business Management System and the requirements of this policy.
- 3.2 The organisation provides opportunities for its staff to develop the appropriate knowledge, skills and behaviours to ensure that every activity or task is carried out with the utmost respect for quality.

## 4. Planning

- 4.1.1 The organisation ensures the quality of its service and the skills of its people through a management cycle of planning, review, implementation and evaluation. Planning includes ensuring quality is embedded within Strategic Direction being assessed, reviewed and aligned with the quality policy and objectives by top management

## 5. Organisational Context – Drivers and Interested Parties

- 5.1 There are a number of internal drivers that influence our Quality Policy, they include:
- Staff Retention (particularly in terms of retaining organisational knowledge)
  - Project KPI's (and reporting these to Board)
  - Strategic Planning
- 5.2 There are a number of external drivers that influence our Quality Policy, they include:
- Funding (Grants)
  - Competition (fierce – all chasing the same funding)

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5.3 There are a number of Interested Parties that influence our Quality Policy, they include:

- Participants
- Suppliers (Partners)
- Funders / Commissioners
- Colleagues
- Board Members
- Statutory and Voluntary Organisations

## 6. Processes

6.1 All staff are expected to demonstrate a total commitment to quality and quality improvement in every aspect of their working day. In particular:

- (a) the Senior Management Team who are responsible for establishing, maintaining and implementing the Business Management System for the organisation. This system helps to set standards and to make changes to achieve the standards and the process is reviewed regularly;
- (b) every employee is responsible for the quality of their work and is trained to perform their duties to our specified quality standards;
- (c) contractors employed for specific functions must meet our specified standards;
- (d) the organisation has an annual quality improvement plan drawn up as part of its business plan and which is based upon feedback from partners, customers and staff;
- (e) the organisation is consistently listening to its service users and stakeholders and conducts regular feedback forums and surveys using a standardised questionnaire. The findings are analysed and incorporated into its quality improvement plan; and
- (f) the organisations' managers' monitor closely the quality of its staff's work by regular supervision, and have a programme of site and programme audits as well as direct observation of tutors and assessors.

6.2 The organisation ensures its management information system(s) are maintained regularly and updated as quality and customer requirements indicate that this is necessary.

6.3 Steps to Work consults with its customers on a regular basis to ensure it is meeting their expectations.

## 7. Audit

7.1 Steps to Work establishes and reviews its quality objectives and reviews the effectiveness of its Business Management System through meetings of the Senior Management Team supported by a team of internal auditors drawn from across the organisation.

## 8. Training

8.1 The Board of Trustees are committed to the idea that in order to provide a quality service the organisation requires high quality staff who are suitably trained, supervised and supported. In particular they are committed to ensuring that:

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- (a) each member of staff has a personal development plan in which their training needs are identified and a plan made as to how such needs will be met. (See the organisation's policy on Employee Induction and Development.)

8.2 Steps to Work Management ensure through instruction, practical example and training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the Business Management System and its direct relevance to the success of the business.

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