Quality Policy Statement

Fair Deal

is committed to:

Deliver effective and efficient services by meeting service user requirements and increasing customer/service user satisfaction through continual improvement of its services by involvement of all staff via a structured quality management system.

* Providing client /service users with high quality products and services which meet requirements and are fit for their purpose.
* Operating the business to the systems required by ISO 9001: 2015.
* Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
* Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.
* Rigorously controlling & continuously evaluating the clients experiences - that ensure practice and delivery match expectations of clients.
* Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.

Everyone is responsible for the quality within the organisation and for maintaining high standards.

The ISO system defines the commitments of the company that are employed to ensure Customer Satisfaction. Quality objectives are set annually at management review meetings when this policy is also reviewed and approved.

This policy is available to all staff within the organisation and also made available to any interested parties upon request.

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Ann Marie Docherty

CEO

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| **Document Ref:** | Quality Policy |
| **Version:** | 3 |
| **Date of Version:** | 05/04/2018 |
| **Created By:** | Anne Marie Borthwick |
| **Approved By:** | Ann Marie Docherty |
| **Confidentiality Level:** | Controlled: Uncontrolled if printed |

**Amendment History**

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| --- | --- | --- | --- |
| **Date** | **Version** | **Created By** | **Description of Change** |
| 24/07/2017 | 1 | Anne Marie Borthwick | Initial Release |
| 01/09/2017 | 2 | Anne Marie Borthwick | Updated for ISO9001 2015 and display in office |
| 05/04/2018 | 3 | Anne Marie Borthwick | Updated for ISO9001 2015 and display in office |