



60 Newmarket Street, Grimsby, North East Lincolnshire, DN32 7SF
Telephone: 01472 269666 Website: www.foresight-nelincs.org.uk

Quality Assurance Policy

Policy Statement

The management and all who work at Foresight are committed to providing the highest possible level of service in satisfying the requirements of their customers, suppliers and sub-contractors alike. This level of service is achieved through quality management and the adoption of a system of procedures that reflect the competence of the Company to all business relationships. In order to ensure that Foresight achieve excellence in all its activities, Foresight have implemented a formal quality management system.

Objective

Foresight's objectives which underpin the quality management system are:

1. working in partnership with customers, suppliers and sub-contractors to ensure that their needs are fully understood so that the right quality service is provided, within the specified time and in line with budget.
2. to strive to achieve the principle of 'getting it right first time, every time'.
3. providing a first-rate after service which offers customers advice and support when required.
4. seeking customer feedback to use as a format for continuous assessment and improvement.
5. the training and development of employees to ensure that they are capable of undertaking the work required to achieve the highest level of customer satisfaction, in accordance with the company's (and external) Health and Safety, environmental and quality standards.
6. Appropriate resources are provided in terms of facilities and relevant skills to fulfil client's needs.
7. progress towards the quality objectives is monitored

Employer/Employee responsibilities

It is management's responsibility to ensure that all quality policy and quality objectives adopted have been made known to all employees, as the success of this policy involves all staff and sub-contractors being individually responsible for the quality of their work, resulting in a continually improving working environment for all.

The directors are responsible for the implementation of a management structure that is based on the experience, quality and commitment of its management team and have a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this Quality Policy is maintained and improved.

Training

In order to provide a quality service, Foresight requires staff to be suitably trained, supervised and supported. In particular, the directors will support the following;

- each member of staff will have a personal development plan/portfolio in which their training needs are identified and a plan made as to how such needs will be met.
- each member of staff will be offered training to meet regulation and National Standards.

Monitoring

An important element of the improvement process is management follow-up. As such, the quality policy and management system are reviewed and updated regularly to take account of changing circumstances and client requirements.

This can be achieved by:

1. Establishing a timetable for management review meetings, to review progress and to give a clear signal to customers and staff that management is committed to improvement.
2. Ensuring that all the improvement tasks are reviewed regularly and relevant action is taken where necessary
3. Help is given to resolve any problems that are being encountered in achieving any improvement.

This information is also available in other formats, languages and picture format upon request.