



## QUALITY POLICY

Step Ahead Social Enterprise Community Interest Company (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System (QMS) that has gained BS EN ISO 9001 : 2008 certification, including aspects specific to the provision of high quality recruitment and training services.

The management is committed to:

1. Develop and improve the QMS
2. Continually improve the effectiveness of the QMS
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Regular review of the Quality Policy to ensure its continuing suitability
5. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the QMS
6. Ensure the availability of resources

The structure of the QMS is defined in our Quality Manual.

All personnel are given a copy of the Quality Policy, understand its requirements and abide with the contents of the Quality Manual. Management Review minutes are given to managers, who are responsible for communicating the effectiveness of the QMS to all other staff.

The Organisation complies with all English and EU legislation and regulations specifically related to its business activities, constantly monitors its quality performance and implements improvements when appropriate.

Signed:

A handwritten signature in black ink, appearing to read "Jackie Bedford". The signature is written in a cursive, flowing style.

Name: Jackie Bedford, Chief Executive

Date: 01 May 2018