

# QUALITY POLICY

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## INTRODUCTION

EasTec UK Ltd quality policy act as a key document to ensure our quality of training products and services satisfy the needs and expectations of its customers. It also describes the manner in which the system conforms with quality management system standard which has been adopted by EasTec UK Ltd as the model for assuring quality.

The objectives of the EasTec UK Ltd Quality Assurance Framework are:

- To maintain an effective Quality Assurance System underpinning ISO9001 (Quality Systems)
- To achieve and maintain a level of quality which enhances EasTec UK Ltd reputation with customers
- To ensure compliance with relevant statutory and safety requirements
- To endeavor, at all times, to maximise customer satisfaction with the services provided by EasTec UK Ltd

## QUALITY FRAMEWORK

EasTec UK Ltd is committed to ensuring quality assurance meets the needs of its business objectives. We have developed and implemented a quality framework based upon the principles of ISO standards which is supported by quality statements. EasTec UK Ltd self-assesses against these statements on an annual basis as part of its continuous improvement process and shows full compliance against these quality statements.

EASTEC UK LTD QUALITY STATEMENTS		
<b>1. ORGANISATION AND LEADERSHIP</b>		<b>Achieved</b>
1.1	Sets a clear mission, vision and values for the organisation	✓
1.2	Has a risk management process in place	✓
1.3	Undertakes monitoring of its quality assurance and processes	✓
<b>2. PERFORMANCE MANAGEMENT</b>		
2.1	Policies and processes are developed, reviewed and updated	✓
2.2	A document management system is in place	✓
2.3	Measurable performance objectives are established	✓
<b>3. TRAINING DELIVERY</b>		
3.1	Delivers programmes and services to meet the needs of learners	✓
3.2	Training is delivered by competent instructors and assessors	✓

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3.3	Training is evaluated and monitored to ensure standards are met	✓
<b>4. PEOPLE/STAFFING</b>		
4.1	Has effective workforce planning for people involved in training	✓
4.2	Is effective in recruiting quality of people involved in training	✓
4.3	Effectively monitors people involved in training delivery	✓
<b>5. CUSTOMERS</b>		
5.1	Ensures programmes and services meet the needs of customers	✓
5.2	Ensures effective contracting process is in place	✓
5.3	Manages its resources and environment effectively	✓

<b>6. COMMUNICATION</b>		
6.1	Business activities and results are communicated	✓
<b>7. CONTINUAL IMPROVEMENT</b>		
7.1	Sustains continuous improvement through self-evaluation	✓

## 1. ORGANISATION & LEADERSHIP

EasTec UK Ltd business objectives reflect the key priorities to carry out training and assessment to the highest professional standards within the sector it operates in. We aim to contribute to raising the standards in the sector by delivering good quality training.

The **BUSINESS PLAN** is a key vehicle for setting EasTec UK Ltd vision, business objectives, identifying business risks, and sets performance standards for the delivery of training and customer satisfaction. It contains detailed objectives and targets for the business with the emphasis on making these simple to understand and monitor.

A **RISK REGISTER** forms a key part of EasTec UK Ltd approach to risk management. The risk management system links to business objectives outlined in the business plan. Risks are graded using a pre-defined grading system, which allocates a score. Mitigations against these risks are monitored and reported monthly.

EasTec UK Ltd quality assurance objective is to ensure that it complies with its quality statements and that these are met on a daily basis for the needs of its customers. We undertake internal and external **AUDITS** to ensure quality systems continues to comply with requirements, to ensure any problems are investigated, the root cause established and effective action taken to prevent a recurrence. Subcontractors audit/monitoring visits are carried out on an annual basis.

## 2. PERFORMANCE MANAGEMENT

EasTec UK Ltd performance measurement outcomes are monitored and assessed on a regular basis and contributes to effective decision-making and future business planning. All policies and procedures are integrated into the day-to-day working activities. EasTec UK Ltd performance management is supported by having a clear vision, planned objectives, professional trained staff, and clearly defined processes and systems in place.

EasTec UK Ltd **POLICIES AND PROCEDURES** are designed to meet the business objectives. All documents are incorporated into a document controlled system which is responsible for maintaining a list of EasTec UK Ltd quality records. Documents are subject to a periodic review to enable regular checking and updating of key policies and procedures.

EasTec UK Ltd measures its key business outcomes by **KEY PERFORMANCE INDICATORS (KPIs)** which are linked to the key objectives of the business. Each KPI is supported by a full definition of the measure and has a target tolerance of red, amber, and green to help highlight areas of concern. KPIs which are regularly monitored and reported on every quarter.

## 3. TRAINING DELIVERY

EasTec UK Ltd have many years' experience and successful track record of developing and delivering dynamic training programmes. EasTec UK Ltd are experienced in delivering training across land-based industries throughout England. EasTec UK Ltd work with and manage industry training specialists to deliver training courses and events.

From initial recruitment Learners are checked for eligibility to the training scheme through a **TRAINING NEEDS ASSESSMENT**, this ensures suitability of the level and type of training programme. EasTec UK Ltd ensures that good comprehensive **INDUCTION** programmes are in place for Learners which are monitored through a regular auditing process.

EasTec UK Ltd only use **APPROVED INSTRUCTORS** that can demonstrate the appropriate levels of training/CPD to ensure competence in their areas of expertise. Instructors are drawn from a large pool of professional, experienced and competent practitioners who hold broad experience in delivering across a range of subject areas and levels.

#### **4. PEOPLE**

EasTec UK Ltd relies heavily on its subcontractors/instructors to deliver a professional service to its customers. EasTec UK Ltd business plan outlines the approach to people management to enable the delivery of the business aims, objectives and targets.

EasTec UK Ltd reviews and forecasts turnover and recruitment needs based on the number of training programmes that is required to deliver business targets and other contract work.

EasTec UK Ltd subcontract to deliver training and does not employ instructors directly, therefore industry specialist and approved instructors can be recruited as and when necessary allowing the use of only the best and most up to date instructors from across the UK. Subcontractors are recruited on the basis of past knowledge, reputation within the industry/sector, specialist knowledge and feedback from industry.

Instructors are subject to a self-assessment quality check that meets EasTec UK Ltd standards. EasTec UK Ltd also seeks information regarding any awarding organisations that instructors may work with and quality assurance schemes they may be part of. Information is also gathered regarding what checks instructors have in place to monitor instructor performance and personal skills.

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#### **5. CUSTOMERS**

The sector in which EasTec UK Ltd operates is structured around a number of independent subcontractors/instructors to meet the needs of its customers. As such partnership working is a critical factor in the success of EasTec UK Ltd. All of these subcontractors/instructors have their own agendas and priorities; EasTec UK Ltd manages its relationship with them in a mutual and beneficial way and ensures high levels of customer service through a customer charter.

EasTec UK Ltd regularly assesses its courses to ensure all content is up-to-date and relevant. Before any course is run it will have been through an approved process to confirm the quality meets EasTec UK Ltd specification. EasTec UK Ltd sample a percentage of Learners at random to gain constructive feedback on the learning experience.

EasTec UK Ltd delivery model is supported by subcontractors/instructors allowing a flexible approach to meet specific training requirements and the ability to respond quickly to customer demands. All subcontractors/instructors are assessed for suitability and are required to sign up to a **SELF ASSESSMENT AGREEMENT** to ensure they meet the standards expected of EasTec UK Ltd.

Providing excellent customer service is vital to continued business success therefore it is of high importance that EasTec UK Ltd projects a professional business image and service to its customers. We manage this through our **CUSTOMER CHARTER** which aims to provide quality training and customer service in a systematic and flexible manner ensuring we are proactive to customer demands.

## **6.COMMUNICATION**

Communication is a key monitoring and evaluation activity between both EasTec UK Ltd and its customers. EasTec UK Ltd seek to improve communication with internal and external customers to ensure information is made available as rapidly as possible to those who need it.

EasTec UK Ltd update information through internal and external events/newsletters, social media and web/intranet updates. EasTec UK Ltd complies with its **COMMUNICATION POLICY** when raising the business profile through social media, and other marketing advertisements. Output and measures are evaluated and recorded through monthly **REPORTS**.

## **7. CONTINUOUS IMPROVEMENT**

Self-assessment is the fundamental tool by which we gain an insight of our current performance and customer satisfaction levels. Detailed information on business results and training provision enable us to plan effectively and act strategically in response to customer demands. Analysis of the self-assessment and questionnaire outcomes provides an understanding on how we need to review and maintain areas for improvements to continuously improve our business and customer expectations.

EasTec UK Ltd assesses itself against quality statements on an annual basis which formulates a **SELF-ASSESSMENT REPORT**. In support of the self-assessment process, a number of established evaluation **QUESTIONNAIRES** are distributed throughout the year seeking feedback on EasTec UK Ltd and subcontractor's/instructors performance and Learners learning experience.