



Groundwork Sheffield
Quality Management Policy
GWS 057

Approved by the Board of Trustees May 2015

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1. Introduction

Groundwork Sheffield recognises the value of meeting and exceeding the expectations of our stakeholders and shall always strive to provide the very best customer experience.

Our Quality Policy specifies that all activities of the company will be carried out in a systematic manner in accordance with defined and documented policies and procedures, will meet applicable legislative requirements, will be visible and auditable, and will ensure that the needs of customers, staff and trustees are met.

We realise that Quality is the responsibility of all personnel, and therefore will promote a Quality Culture within the company by means of sharing information, including personnel in decision making and delegating specific Quality Management functions, e.g. Quality System maintenance, to suitably skilled and competent persons.

Where deficiencies are found, related to the operation of the Quality Management System, corrective and preventative action will be taken to ensure continual improvement of GWS policies and procedures. This system has the full commitment of The Board and Senior Management.

2. Quality Management Statement

We have developed a Quality Management System based upon the requirements of ISO 9001 as we place a high emphasis on continually improving our service using the principles of 'Process Management':

- Operate a quality management system as described in the quality manual and to satisfy the requirement of ISO 9001
- This document is our quality policy and it has been developed in consultation with our management team to be what we feel is appropriate to the purpose of the organisation.
- We are committed to complying with the requirements of the quality management system and to improving its effectiveness through a process of critical reflection.
- Our team has agreed quality objectives and this policy is considered to be the framework for the review of our performance against those objectives and as the foundation for the administrative processes enabling our other accreditations.
- The policy has been communicated throughout the organisation and the continuing use of briefing and training shall ensure that the policy and the spirit of the policy is understood.
- We shall hold regular review meetings to reflect upon our performance and to ensure the continuing suitability of this policy.

Through leadership and actions, our board of directors and management team shall create an environment where people are fully involved and in which a quality management system can operate effectively.

The quality management principle shall be used by the senior team as the basis of its role:

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- To establish and maintain the quality policy and quality objectives of the organisation
- To promote the quality policy and quality objectives throughout the organisation to increase awareness, motivation and involvement
- To ensure that the organisation is fully focused upon customer requirements
- To ensure that appropriate processes are implemented to enable requirements of customers and other interested parties to be fulfilled and quality objectives achieved
- To ensure that an effective and efficient quality management system is established, implemented and maintained to achieve these quality objectives
- To ensure the availability of necessary resources
- To review the quality management system periodically
- To decide on actions regarding the quality policy and quality objectives
- To decide on actions for improvement of the quality management system

3. **Quality Manual**

The Quality Manual has been structured to align with the international standard ISO 9001 and presents the structure underpinning the policy and process requirements for the management of Groundwork Sheffield.

4. **Quality Management System**

General requirements

The Quality Management System (QMS) is that part of our overall business system which implements our Quality Policy, establishes procedures for providing training which meet or exceed expectations, and satisfies external quality system requirements. The QMS includes the policies, procedures, organisational structure, requirements and responsibilities for achieving our quality policy. The foundation for our QMS is found in our company's values, beliefs and culture.

The Quality Manual and its associated procedures establish and document the means by which we implement, maintain and continually improve our QMS. It also identifies the criteria and methods required to ensure effective operation and control of the system, and identify the measurement, monitoring, analysis, information, and actions necessary to achieve planned results and continuous improvement.

5. **Responsibility and authority**

The following have the key responsibilities and authority for maintaining the integrity of our Quality Management System:

Senior Management –

Senior Management is responsible for Strategic Planning and Quality Improvement Process Planning, the development of our Quality Policy, Vision, and Values & Beliefs, and provision of the necessary resources for accomplishing our goals and objectives. Additionally, Senior Management is responsible for conducting quality system reviews on an annual basis.

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Project Management –

Is responsible for the execution of the Strategic Plan, budgeting, and implementation of the quality management system and policies are the responsibility of Managers throughout the organisation. This explicitly includes responsibility for implementation of our Quality Policy and ensuring adherence to our Values and Beliefs throughout the areas for which they are responsible.

Employee Responsibility –

All employees are responsible for the quality of their work and for their part in the overall processes used to provide products and services to our customers. Employees will identify and record any problems relating to the product, process, and quality system. Employees are also the key participants in process improvements and the identification of measures needed to ensure the continued success of our continuous improvement process. They will initiate, recommend, or provide solutions through the Corrective/Preventive Action Program.

6. QMS Review Committee

Representatives from Senior Management Operational Management and staff will constitute the QMS Review Committee. This committee will conduct an annual QMS review to ensure the continuing suitability, adequacy, and effectiveness of the company. At this review, a number of Quality Management System components will be reassessed to ensure that they remain current and applicable with business trends and market shifts. These include the Mission Statement and Quality Policy, Values and Beliefs, annual quality objectives, and the need for changes to the QMS.

The QMS review also includes a review of current performance and opportunities for improvement related to follow-up actions from earlier reviews, customer feedback, the internal audit program, the corrective/preventive action program, the preventive maintenance program, process performance and product conformance data, and other changes that could affect the QMS.

7. Measurement, analysis and improvement

We will collect, monitor, and evaluate information customer satisfaction in order to determine how well we are performing against this critical objective. Our objective is to be particularly responsive to dissatisfaction or complaints. Anyone receiving a complaint has the responsibility for documenting the complaint in accordance with procedures. In addition, the person receiving the complaint will try to solve the problem immediately. If that individual cannot resolve the problem, then the problem will be transferred to an appropriate employee for resolution.

Internal audits are critical to the success of our Quality Management System. They help to determine the effectiveness of the system, as well as to identify opportunities for improvement. If the system is effective internal audits can aid in identifying additional opportunities for improvement. If the system is not effective, internal audits will help determine the scope, nature and source of the problem as well as possible corrective actions needed to

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achieve effectiveness. The results of these audits form an integral part of the continual improvement process.

On an annual basis, GWS will perform a self-assessment. We will use the results of the assessment to identify current strengths and weaknesses, and to identify opportunities for continuous improvement.

8. Continual improvement

GWS will plan and manage the processes necessary for the continual improvement of the QMS through the establishment of objectives, the planning of the process, the provision of resources and information needed to carry out the process, the monitoring of related measures needed to assess process effectiveness and efficiency, and the identification/implementation of actions needed to achieve desired results.



Signed: (Chair)

Date: 8th May 2015



Signed: (Executive Director)

Date: 8th May 2015

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