

## **QUALITY POLICY STATEMENT**

### **Customer Focus**

We will make the satisfaction of customer's needs our primary goal by working with customers to establish and satisfy their requirements now and in the future. Effective communication arrangements have been established to assist with the feedback of information relating to the supply of services and the associate's service. Information is analysed and used to continuously improve the company's processes.

### **Scope**

**Deliver human support services to students and disabled adults in partnership with education providers, training organisations, and employers. Provide management systems and tailored support to enable partners to operate efficient, high-quality in-house support services.**

### **Risk Based Approach**

We have adopted a risk-based approach to quality management and achieve this by forward planning, monitoring risks, opportunities, and compliance obligations of the quality management systems. We actively monitor the needs and interests of relevant interested parties and issues that could affect the quality management system and its business objectives.

### **Staff**

We promote an environment that recognises the contribution of our staff to the success of the business and encourages their involvement and development.

### **Clear Links are committed to:**

- Ensuring continuous effectiveness of the Quality Management System (QMS)
- Providing the resources required to effectively manage the system.
- Providing a framework for monitoring and reviewing quality objectives.
- Demonstrating commitment & ensuring the quality objectives are communicated, understood, and implemented.
- Ensuring that the QMS is regularly reviewed at the management review meetings for suitability.
- Continually trying to improve our overall provision.
- Building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers.

### **Responsibility for Quality**

It is the responsibility of the senior management team to lead the ISO 9001:2015 standards, and to involve all staff through a programme of continuous improvement and effective teamwork. The senior management team has taken responsibility and ownership of the quality management system and will ensure that the company adheres to this and its improvement moving forward. The Quality Assurance Representative has been appointed as the management representative for quality.