



SkillsReach Quality Policy

SkillsReach is dedicated to being a local leader in professional Skills, HR Management and Project Management services. To ensure the achievement of this mission, the management of SkillsReach is fully committed to the principles and practices of the Quality Policy.

SkillsReach has built an excellent reputation for production and delivery of high quality work. At the forefront of our business, we always strive to deliver products and services that are reliable and fit for purpose and we have and will maintain a strong, demonstrable track record for delivery and completion of projects within agreed budgets and timescales.

Quality is very important to our business, we strongly value our customers and will continually aim to deliver products and services which meet and exceed their expectations through proactive involvement of customer feedback and service development.

Knowledge, Expertise and Experience

SkillsReach has a wealth of knowledge, experience and expertise and year on year we will continue to embrace new technologies and methods to ensure we always deliver products and services that are current in today's marketplace. We will take a personal interest in all projects and will always be available to meet with our clients to ensure that they are satisfied with progress. This is reflected in our flexibility, both as individuals and as an organisation.

We have a strong commitment to quality and deliver our services within the framework of our quality standards:

Our Customer Focus

The delivery of a quality service is paramount to the success of our business and SkillsReach strongly value the importance of establishing and maintaining good relationships with customers, by:

- Responding promptly, accurately and concisely to any customer enquiry
- Always ensuring that the needs of our clients are clearly understood and met
- Maintaining regular contact with clients with close liaison at all stages of our work, as agreed with them
- Focusing on practical processes to ensure consistent quality of results
- Operating to a consistently high standard with sensitivity, technical and commercial integrity
- Communicating clearly and effectively with customers, suppliers and associates
- Our view is that quality is the responsibility of every member of staff / representative
- Ensuring reporting and communication is jargon free, understandable and relevant to meet client needs



Professional, Highly Experienced Staff & Associates

We are committed to recruitment and retention of highly experienced, well trained staff, who can consistently deliver the level of quality demanded by our clients. We will ensure that:

- All staff and associates are experienced in their specialist areas and have a proven record of expertise
- All staff and associates are well trained and are regularly involved in personal development to keep abreast of latest developments and trends in HR, Skills and other business development issues as appropriate to their - and the businesses - needs
- Where we engage the services of associates, we will continually monitor their performance to ensure delivery of high quality services

Internal Management Systems / Data Control

We are committed to continuous improvement and have established internal quality management system which provides a framework for recording, measuring and improving performance. We will ensure:

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- A continual review of business performance, processes, products and services
- Engagement of a strict policy for documentation of processes, procedures and controls
- All appropriate documentation is maintained, controlled and archived
- All electronic data is maintained on a secure central networked server
- Central data is backed up at least weekly and a copy is moved to a separate physical location
- Management of our data will be strictly under the guidance of Data Protection legislation

Management Review

A regular management review will be undertaken; objectives and improvements established and a review of previous targets will be undertaken.

- Audits and reviews of staff and project work will be undertaken to ensure that standards are maintained and opportunities for improvements sought
- Requirements for staff training will be reviewed during our appraisal process
- Staff will be given appropriate authority and resources within the scope of their responsibilities which are set out in their written job description and forward job plan



Project Delivery & Management

- Each project plan will be agreed with our clients in advance of commencement
- The emphasis of each project plan will be on being clear in terms of outcomes and that it is achievable within the agreed budget and timescales
- Any changes during the lifecycle of the project will be agreed in advance with the client
- Progress will be subjected to review and managed via our electronic systems
- All communication, risks, issues and action points will be recorded with other key project information in the electronic system
- Issues will be managed using corrective action techniques
- A project evaluation and review process will be undertaken at the end of each project

Legal and Regulatory Requirements

We are registered with the Information Commissioner for Data Protection Compliance

We hold and will continue to hold:

- Employers Liability Insurance
- Public / Products Liability Insurance
- Professional Indemnity Insurance

This level of cover will be reviewed on an annual basis to ensure it is sufficient for our business needs.

- We will maintain our excellent supplier 'payment ' record, with all invoices paid within the due terms agreed with our suppliers

All personnel are required to abide by the requirements / contents of the company Quality Policy and failure to do so may result in disciplinary action.

The SkillsReach Quality Policy will be continually monitored and updated, particularly when changes in the scale and nature of our operations occur.

Endorsed by: Roy Harper – Managing Director - SkillsReach

Signature:

Date: 06.07.2017