

**QUALITY MANUAL**

**QUALITY POLICY**

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Prospects Training Solutions Limited (the 'Organisation') aims to provide quality training to its clients delivered on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2000 certification, including aspects specific to the role as training and professional development services.

**The management is committed to:**

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of client satisfaction

**The management has a continuing commitment to:**

1. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
2. Communicate throughout the Organisation the importance of meeting client needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews are set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

**The management ensure that**

The structure of the Quality Management System is defined in this Quality Manual and that all personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements and constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability and copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed:  Name: Neil Bates

Position: Principal and CEO Date: December 2016

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