YWCA Yorkshire’s QUALITY POLICY

YWCA Yorkshire aims to ensure that the services & products offered meet the needs and requirements of our key stakeholders at all times in accordance with statutory and regulatory requirements, as well as policies and procedures set by the organisation.

Senior management are responsible for the implementation of the ‘Quality Management System’ and for achieving and maintaining the ISO 9001:2015 certification standards. The scope of our quality management system encompasses all activities stated within our ‘Scope Document’ and we are committed to:

1. Develop and improve our ‘Quality Management System’
2. Continually improve the effectiveness of the ‘Quality Management System’
3. The enhancement of :
4. Quality, specification, and integrity
5. Customer/Service User satisfaction
6. Supplier performance
7. Risk minimisation
8. Work ethics and best practices

YWCA Yorkshire has a continuing commitment to:

1. Review the internal and external issues affecting the ‘Quality Management System’ and the needs and expectations of interested parties
2. Ensure that customers/service user needs and expectations are determined and fulfilled with the aim of achieving customer/service user satisfaction
3. Communicating throughout the organisation the importance of meeting customer/service user needs and all relevant statutory and regulatory requirements.
4. Establishing the ‘Quality Policy’ and the organisations ongoing ‘Quality Objectives’
5. Ensuring that management reviews not only set but review the quality objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the ‘Quality Management System’
6. Ensuring the availability of resources across the organisation

YWCA Yorkshire shall endeavour to comply with all relevant statutory and regulatory requirements, and will continue to monitor quality performance against objectives and implementing improvements when appropriate.

All personnel understand the requirements of the ‘Quality Policy’ and abide with the requirements of the ‘Quality Management System’ as defined in the ‘Quality Procedures Manual’. The Quality Policy is periodically reviewed to ensure its continuing suitability.

The policy is made available to all members of staff and relevant interested parties along with copies of the minutes of ‘Management Reviews’, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of the ‘Quality Management System’.

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**Signed: Name: Janine Egan, Quality Lead Date:** 15/08/2022