



QUALITY ASSURANCE

APPROVED BY:

Directors

LAST REVIEWED:

07/07/22

NEXT REVIEW:

07/07/23

Community Court Yard (the 'Organisation') aims to provide defect free services to its customers on time and within budget.

The Organisation operates a Quality Management System that includes aspects specific to the enhancement of unlocking youth work to ensure that all young people are equipped to thrive and empowered to contribute at every stage of their lives.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effective ent of the Quality Management System
- The enhancement of young people and community satisfaction

The management has a continuing commitment to:

- Ensure that young people and community needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting young people and community needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
- Ensure that the Management Reviews set and review the Quality Objectives, and repot on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirement of the Quality Policy and abide with the contents of the Quality Manual. The Organisation compile with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

The Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to members of staff and to relevant interested parties. Copies of the minutes of the 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 Quality Management System.