

Manual	Procedure No	Version No	Pages
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## Quality Policy

### Purpose

To define the expected standards and responsibilities in order to manage the quality and improvement of our activities.

### Policy

Eden Carers are committed to:

- Delivering an excellent customer service, continually seeking to identify, provide and develop new and innovative services to support and empower Carers.
- Maintaining efficient delivery of service in accordance with statutory and regulatory requirements, strategic aims and stakeholder expectation.
- Achieving and maintaining financial sustainability.
- Continually seeking to identify and provide opportunities to develop the business, staff and volunteers.
- Creating and maintaining a quality management system which meets BS EN 9001:2015 and to ensure that maintaining this standard is embedded within the culture of the organisation.

### Responsibility

All Staff

Trustees

Volunteers

### References

BS EN ISO 9000:2015 – ‘Quality Management Systems – Requirements’

### Definitions

The structure of the Quality Management System is defined in the Eden Carers’ Quality Manual

### Basic principles

All personnel understand the requirements of the quality policy and abide by the requirements outlined in the Quality Manual.

Eden Carers will comply with all relevant statutory and regulatory requirements.

- Eden Carers constantly monitors its quality performance and implements improvements when appropriate.
- This policy is regularly reviewed to ensure its continuing suitability for purpose.
- Copies of the quality policy are made available to all members of staff.
- As a means of communicating the effectiveness of the Quality Management System, copies of Management Reviews or extracts are provided to individual members of staff in accordance with their roles and responsibilities.

### Appendices

Eden Carers Quality Manual

Eden Carers Business Plan 2019-2021

Eden Carers Operational Plan 2019-2021

Eden Carers Action Tracker 2018-2019