

# COMMUNITY FIRST NEW FOREST

## QUALITY PROCEDURES MANUAL

### QUALITY POLICY

Community First New Forest (the 'Charity') aims to ensure that its products and services meet the needs of its clients at all times in accordance with contractual requirements, its policies and procedures.

The Charity's management operates a Quality Management System that has gained ISO 9001 : 2008 certification, including aspects specific to providing community services and is committed to:

1. Develop and improve its Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of :
  - a. Client satisfaction
  - b. Supplier performance
  - c. Risk minimisation
  - d. Work ethics

Community First New Forest 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 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 Charity complies with all relevant statutory and regulatory requirements, and constantly monitors its quality performance, implementing improvements when appropriate.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies are made available to all members of staff 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.

Signed:  Name: J PITCHER Date: 20.09.18