Quality Assurance Policy

Revision History

Date	Summary of changes made	Changes made by (Name)
28/6/19	Revised	M Lancaster
18/11/19	Reviewed	M Lancaster
10/11/20	Review	M Lancaster
05/01/2022	Review	J Bryson
12/12/22	Review	J Bryson
3/11/23	Review	J Bryson
16/10/24	Review	J Bryson

Table of Contents

Policy Statement

This Quality Assurance Policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation.

West March Systems will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help customers achieve the highest possible standards. West March Systems aims to be the first choice for high quality product and hosting within its sector.

The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning.

The Quality Assurance Policy and associated procedures will involve all employees. The management of the process will be through the existing organisational structure. Line managers will initiate procedures within their teams and collate and agree self-assessment reports and action plans

The quality assurance procedures will be founded in a process of regular self-evaluation by teams in different departments, internal & external audits and observations, in addition to management and customer feedback

The quality procedures will seek the views and perceptions of customers.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

Responsibility for Implementation

All staff are responsible for the implementation of the Quality Assurance Policy

It is the Company Manager's responsibility to ensure there is an annual review of the policy. It is the responsibility of all to engage positively in that review and ensure implementation.

Focus of Quality Assurance

Customers

- To encourage continuous improvement in the quality of services to customers.
- To develop and sustain a dynamic product range.
- To ensure rigorous, standardised and consistent support, monitoring and security procedures, which meet the standards of external validating bodies.
- To exchange information which supports strategic planning for WMS's business development
- To monitor and evaluate the procedure for advising, training and supporting customers throughout their contracted time with WMS

Staff

- To review regularly the performance, training and developmental needs of all employees through the operation of WMS's annual review and appraisal scheme.
- Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment.
- To monitor and evaluate performance and developmental needs through three internal observations a year.
- To monitor and evaluate the effectiveness of the training and development against WMS's strategic goals.

Sub-Contractors

- All employers will be made aware of the quality standards of WMS
- All employers will be assessed for safeguarding and security procedures
- All employers will be monitored and evaluated on the quality of service provided

Procedure

The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor perceptions and achievements. Quality control will be carried out against agreed criteria which will incorporate performance indicators. Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators. Review will be supported by analysis of customer views and perception, gathered via questionnaires, surveys and review meetings

The outcome of these processes will provide information:

- To inform the process of WMS self-assessment and development planning
- To action plan for improvement at WMS team level
- To highlight issues that need consideration by WMS
- That supports WMS's business and strategic planning cycle
- That supports WMS's contract compliance to an exemplary standard

Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings. The outcomes and action plans which result from the process will form the basis of the annual WMS Assessment.