##### NB This template needs to be tailored to the specific circumstances of each organisation. It is intended as a framework for discussion and planning, with suggestions for areas you may need to consider. There may be other areas that are specific to your type of work.

# ANYORG: Quality assurance policy

##### Status, e.g. approved by Board [date]; to be reviewed [date]

### Purpose

The purpose of ANYORG’s Quality Assurance Policy is to ensure that our service results in the maximum benefit to [our clients] and the highest possible levels of client satisfaction.

### System

ANYORG [uses the XXX quality standards / quality mark].

[These standards / this quality mark] cover[s]:

1. xxx
2. xxx
3. xxx

The essential requirements to be met under this system are:

1. xxx
2. xxx
3. xxx

To achieve and maintain the required level of assurance the Board of Trustees retains overall responsibility for the Quality System, with routine operation controlled by the Manager.

Achievement of this policy involves all employees and volunteers, who are individually responsible for the quality of their work. This policy will be provided and explained to each employee or volunteer by their manager.

Our key implementation mechanism will be an Annual Quality Review carried out by the Manager, reporting to the Board. This Review will be collated from:

* feedback from clients (questionnaires, interviews, focus groups, service user forums, complaints)
* feedback from the staff supervision and appraisal sessions
* feedback from team meetings
* feedback from commissioners and other external stakeholders
* feedback from staff attending external training and conferences
* annual review of our information resources
* review of strategic plans, including performance management framework and strategies for carer engagement and partnership working
* exit interviews with leaving employees, volunteers [and placement students]
* comparison with our knowledge of other services
* any reports by management consultants
* any issues arising from reviews of internal policies and procedures
* any relevant comments made by tour auditors
* annual Quality Forum discussion among staff team

Every quality issue identified will require either (a) a decision to take action to improve quality, or (b) clearly recorded reasons why no action is to be taken. These will be agreed by the Board and recorded in the Board minutes.

We will follow up with written action plans which:

* Set clear targets
* Set dates
* Identify who will be responsible
* List any resource implications
* Agree a review date

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