

## Model: Quality Management Statement

[Insert Organisation] was established in [year] and our work aims to

Insert detail here

Quality is important to us because we value our customer/service users, stakeholders and partners. We strive to provide services which are of a consistent high standard.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

To support us in our aim of total stakeholder satisfaction and continuous improvement throughout our organisations work, we :-:

1. Provide a key contact and consult with our service users in our work
2. gather and monitor feedback and evaluate outcomes of our work and projects
3. have an open complaints procedure
4. practice continuous assessment of staff, suppliers and activities against set criteria
5. train, up-skill and develop our workforce
6. Value our volunteers and support their progress and development
7. undertake research to improve our efficiency and effectiveness
8. regularly review our internal processes and publish annual reports
9. set SMART objectives and plans from which progress is measured.
10. Undertake self assessment and reflection on governance, finance and functions.

Our internal procedures are compliant with legislation, communicated to all our workforce and are reviewed regularly.

The Board of *Trustees/Directors* collectively has ultimate responsibility for Quality, our workforce has a responsibility within their own areas of work to help ensure that our Quality values and processes are embedded across the whole of the organisation.

Signed:..... on behalf of the Board      Dated .....