

Corporate Coach Training Limited Quality Management Statement

Reviewed October 2018

Quality is important to our business because our intention is to add value to our clients.

Corporate coach training is committed to excellence and continued improvement by providing the highest quality of service to clients.

All employees are integral in maintaining high quality standards and sustaining continual improvement.

The company trains all employees on the applicable standards and process associated with this policy to ensure the required practices are understood and implemented.

The aim of our quality management system is to ensure that:

1. We deliver a quality service to maintain excellent customer relations
2. Customer satisfaction remains inherent to our business
3. Our customer's requirements have been fully understood and met
4. All work is carried out consistently to a defined standard
5. We have the skills and resources to fulfil our customer requirements
6. Our staff are fully trained and involved in quality improvement
7. We strive to continuously improve our systems and procedures
8. We only use services that meet our own quality assurance standards
9. A professional approach to customer interface is maintained at all times
10. Any complaints are dealt with efficiently and within an acceptable time period

We strive to provide our clients with products and training services which are exactly what they need.

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

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- 1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims

Our internal procedures are reviewed regularly.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.