

Quality Management Policy

1. Introduction

- 1.1 At Bristol Together CIC, we are dedicated to providing high-quality services and products that meet and exceed the expectations of our customers, stakeholders, and the wider community. This Quality Management Policy outlines our commitment to ensuring continuous improvement, maintaining high standards, and delivering consistent quality across all aspects of our operations.

2. Purpose

- 2.1 Define our approach to quality management and continuous improvement.
- 2.2 Establish clear responsibilities for maintaining quality standards.
- 2.3 Ensure compliance with relevant industry regulations, customer requirements, and best practices.
- 2.4 Promote a culture of excellence, collaboration, and accountability within the organisation.

3. Scope

- 3.1 This policy applies to all employees, contractors, suppliers, and stakeholders involved in the delivery of services and projects undertaken by Bristol Together CIC. It encompasses all aspects of our operations, from planning and development to execution and customer satisfaction.

4. Policy Statement

- 4.1 **Customer Focus:** Understanding and meeting the needs and expectations of our customers, both internal and external.
- 4.2 **Leadership:** Demonstrating leadership and commitment to quality management at all levels of the organisation.
- 4.3 **Engagement of People:** Valuing and involving employees at all levels to contribute to our quality objectives.
- 4.4 **Process Approach:** Adopting a process-based approach to ensure efficient and effective operations.



- 4.5 Continuous Improvement: Striving for continuous improvement in all areas of the organisation.
- 4.6 Evidence-Based Decision Making: Making decisions based on the analysis of data and relevant information.
- 4.7 Mutually Beneficial Supplier Relationships: Developing strong, collaborative relationships with suppliers and partners to ensure high-quality materials and services.

5. Responsibilities

5.1. Management

- 5.11 Provide leadership, resources, and support for implementing quality management systems.
- 5.12 Establish, monitor, and review quality objectives and key performance indicators (KPIs).
- 5.13 Ensure compliance with relevant regulations, standards, and customer requirements.
- 5.14 Foster a culture of continuous improvement and innovation.

5.2. Employees

- 5.21 Take personal responsibility for delivering high-quality work and adhering to established quality standards.
- 5.22 Participate in training and development opportunities to enhance skills and knowledge.
- 5.23 Identify and report any potential quality issues or areas for improvement.
- 5.24 Contribute to the achievement of quality objectives through collaboration and communication.

6. Continuous Improvement

- 6.1 Encourage feedback from customers, employees, and stakeholders to identify areas for improvement.
- 6.2 Use data and evidence to drive improvements in processes, products, and services.

- 6.3 Implement corrective and preventive actions to address non-conformities and prevent their recurrence.
- 6.4 Regularly review quality performance through internal audits and management reviews.

7. Communication

- 7.1 Ensure that all employees are aware of their roles and responsibilities related to quality management.
- 7.2 Regularly communicate updates and improvements to the QMS to all relevant parties.
- 7.3 Provide clear channels for reporting quality issues or suggesting improvements.
- 7.4 Share quality performance data and progress towards objectives with employees and stakeholders.

8. Supplier and Contractor Management

- 8.1 Conduct regular evaluations of suppliers and contractors to ensure they meet our quality standards.
- 8.2 Establish clear expectations and requirements regarding quality in supplier and contractor agreements.
- 8.3 Collaborate with suppliers and contractors to address any quality-related issues and promote continuous improvement.

9. Monitoring and Review

- 9.1 Regular internal audits to assess the performance of the QMS.
- 9.2 Management reviews to evaluate the achievement of quality objectives.
- 9.3 Customer satisfaction surveys and feedback to gauge the effectiveness of our quality management efforts.
- 9.4 Regular updates to this policy to reflect changes in regulations, standards, or organisational needs.



10. Conclusion

10.1 Bristol Together CIC's commitment to quality management is central to our mission of delivering exceptional services and products that benefit our customers, employees, and communities. By fostering a culture of excellence, continuous improvement, and accountability, we strive to achieve the highest standards of quality in everything we do.

Paul Morgan, Managing Director

Bristol Together CIC

For any questions or concerns related to this Quality Management Policy, please contact Paul Morgan at paulmorgan@bristoltogether.co.uk.

Review Cycle:	Date of Review:	Reviewed by:	Next Date of Review:
Annual	01/08/2024	Paul Morgan – Managing Director	01/08/2025