

# ManDev Ltd Quality Policy

The purpose of this policy is to ensure that we deliver a quality service which is competitive to all our customers. We think about goals, organisations, processes and people to help our customers achieve their objectives. This ethos can change attitudes, behaviour and results for the better.

## ***Procedures and Processes***

- Our staff and their practices are governed by a range of relevant professional bodies, including Institute of Customer Service (ICS), British Psychological Society (BPS), Chartered Institute of Marketing (CIM), Chartered Institute of Personnel and Development (CIPD) and their charters. This ensures continuing professional development and adherence to professional ethics.
- We recruit our staff using behaviourally based interview and assessment techniques, thereby ensuring competence.
- We induct all staff in the standards, policies, processes and ethos of the business.
- We ensure all our staff has sufficient liability insurances. They must provide copies of all relevant documents which we keep in our records.
- We ensure standards by setting expectations, training, monitoring, coaching and providing feedback as appropriate.
- We initiate continuous improvement to embrace new techniques and the changing environment.
- We are a customer-focused organisation that strives to understand current and future customer needs, meet requirements and exceed customer expectations. This sometimes means challenging clients to find the best solution to their needs – not always the obvious or most traditional way. We utilise Client Needs Analysis (CNA), Service Level Agreements (SLA), evaluation measures and review meetings to achieve this.
- We believe in the involvement of clients and customers to ensure that the solutions benefit all the stakeholders within an organisation. For example how managing a system of interrelated processes for a given objective contributes to the effectiveness and efficiency of the organisation. We encourage customers to think how they will measure results, for example the Return on Investment (ROI).
- We believe in a factual approach to decision making - effective decisions are based on a Client Needs Analysis (CNA), using logical and intuitive analysis of data and information. We advocate the use of blended solutions – using different media to maximise resources, for example time, money, and people.

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- We articulate our values and ensure that staff demonstrates them when providing services to our clients.
- Everyone who participates in our programmes and events gains as much value as possible.

We will ensure that all our staff, customers and clients are aware of the policy, and that staff understands that they are responsible for observing it.

Our Quality Policy action plan outlines the steps we will take to give effect to this Policy. We will monitor the action plan and review the progress we have made each year, to make sure the Policy is achieving its aims.

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## Action Plan

- The Managing Director is responsible for the Quality Policy and for putting the action plan into practice.
- We will circulate our Quality Policy to all staff by means of a Policy Handbook and via the Company website.
- We will ensure that all staff is fully briefed before undertaking any project.
- We monitor our staff using evaluation measures and observation.
- We request testimonials from clients.
- We promote continuous professional development within specialisms.
- We will ensure that all staff signs a declaration that they have read, understood and accepted individual responsibility for this Policy.
- We will keep records of all staff acknowledgements.
- We will keep abreast of any environmental developments and incorporate any practical actions.
- We produce a course register that is signed by all attending delegates, see Appendix One.
- We use Level One Evaluation forms on all our courses so that we continue to improve both our materials and delivery style, see Appendix Two.



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## APPENDIX TWO

### Course Feedback Form

Delegate Name:	Course Title:
Company:	Course Date:

#### Course Feedback

Please rate the following issues on the scale: **4=Excellent, 3=Good, 2=Fair, 1=Poor**  
(Tick in the appropriate box)

	4	3	2	1
1. The relevance of course content to your job role				
2. The quality of the course material				
3. Usefulness of the handouts				
4. The mix of theory and practice				
5. Training Environment				
6. Overall Course Feedback				
Please give examples of how you think this training will change the way you do your job?				
Do you have any recommendations to improve the course?				
Any other comments				

#### Your comments on the Trainer

	4	3	2	1
1. Knowledge of the Subject				
2. Overall pace of Trainer				
3. Encouragement to Participate				
4. Overall Trainer Feedback				
Any other comments				

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*Thank you for taking the time to complete this evaluation form. Your feedback is treated sensitively and used to continuously improve our service.*

*January 2009*