

Manual	Procedure No	Version No	Pages
Governance	GO003	1	1 of 1
Date Reviewed	Originated By	Authorised By	
31/1/24	SD	DL	

## Quality Policy

### Purpose

To define the expected standards and responsibilities in order to manage the quality and improvement of our activities.

### Policy

Carer Support Carlisle & Eden are committed to:

- Delivering an excellent customer service, continually seeking to identify, provide and develop new and innovative services to support and empower Carers.
- Maintaining efficient delivery of service in accordance with statutory and regulatory requirements, strategic aims and stakeholder expectation.
- Achieving and maintaining financial sustainability.
- Continually seeking to identify and provide opportunities to develop the business, staff and volunteers.
- Creating and maintaining a quality management system which meets BS EN 9001:2015 and to ensure that maintaining this standard is embedded within the culture of the organisation.

### Responsibility

All Staff

Trustees

Volunteers

### References

BS EN ISO 9000:2015 – ‘Quality Management Systems – Requirements’

### Definitions

The structure of the Quality Management System is defined in the Carer Support Carlisle & Eden’ Quality Manual

### Basic principles

All personnel understand the requirements of the quality policy and abide by the requirements outlined in the Quality Manual.

Carer Support Carlisle & Eden will comply with all relevant statutory and regulatory requirements.

- Carer Support Carlisle & Eden constantly monitors its quality performance and implements improvements when appropriate.
- This policy is regularly reviewed to ensure its continuing suitability for purpose.
- Copies of the quality policy are made available to all members of staff.
- As a means of communicating the effectiveness of the Quality Management System, copies of Management Reviews or extracts are provided to individual members of staff in accordance with their roles and responsibilities.

### Appendices

Carer Support Carlisle & Eden Quality Manual

Carer Support Carlisle & Eden Strategic Aims & Operational Plan 2023-2025

Carer Support Carlisle & Eden Action Tracker 2023-2025