jrhsupport

QUALITY ASSURANCE POLICY

Quality Assurance Policy

Introduction
JRH Support is committed to providing the best services possible and needs to be able to demonstrate that it provides quality services, and manages itself efficiently and effectively.

In an increasingly competitive market, it is critical that JRH Support is able to evidence our commitment to quality to commissioners, service users and employees.

What is Quality Assurance?
Quality assurance is the process of verifying or determining whether products or services meet or exceed user expectations. Quality assurance is a process-driven approach with specific steps to help define and attain goals. This process considers design, development, implementation and evaluation. It is essentially about learning what we are doing well and striving to do it even better. It also means finding out what we may need to change to make sure we meet the needs of our users.

Quality Assurance in practice
As a user led organisation we endeavour to understand current and future users' needs and will strive to meet users' requirements and exceed expectations at all times.

There is a shared understanding throughout the organisation about what we are trying to achieve and how we are trying to achieve it. This involves:

- Agreeing quality objectives, reviewing their relevance and monitoring performance against objectives regularly
- Ensuring that users of our services know what to expect from us
- Having a leadership team in place who can provide clear vision and direction
- Having all policies and procedures documented and reviewed
- Developing a Personal Development Plan for each employee to ensure that they have the relevant skills and expertise
- Having a Business Plan that details our strategic priorities
- Using effective communication tools to keep everyone informed
- Actively participating in the audit process, both internal and external, in order to drive continual improvement

There is a technical infrastructure capable of supporting the delivery of our aims and strategic priorities

There are monitoring procedures in place to ensure that policies and procedures are being implemented and are effective

We have positive relationships with our partners and others working in our field to enable us to share experiences and resources, to pool expertise and work in partnership in the best interest of our users.

We evaluate all activity on a continual basis and use the feedback gained to inform the development of our policies and procedures, Business Plan and Personal Development Plans

Responsibilities

Ultimate responsibility for the implementation of this policy rests with the senior leadership team. They are responsible for ensuring that the policy is reviewed, ensuring that the organisation is in a position to deliver quality services.

The General Manager is responsible for ensuring quality assurance processes are assigned to the relevant individuals, and for overseeing the implementation of the Quality Assurance Policy and ensuring that all leaders within the organisation are adhering to their responsibilities.

Achievement of this policy's aims involves all employees. In order for the organisation to be successful, every person must understand our user's needs and be responsible and accountable for the quality of their work.

Paul Battershall
General Manager