



Apogee Phoenix Limited



QUALITY CONTROL & ASSURANCE POLICY

Community Development Foundation (CDF)

Quality Assurance Policy

Aim: What is Quality Assurance?

Policy

The aim of this Quality Assurance Policy is to affirm CDF's commitment to maintain a high standard of quality in the way we work, the services we deliver, our relationships with staff and stakeholders and ensure continuous improvement.

“Quality Assurance” is what CDF and its stakeholders enjoy if quality control has been effectively applied in the work of the organization. “Quality control” is the operational

techniques, procedures and objectives that are used to fulfill the requirements of quality. The overall aim is to deliver the best service possible and to ensure continuous improvement.

CDF's policy is to maintain an effective and efficient quality assurance process planned and developed in conjunction with all management and staff functions and stakeholders, outlined in a series of policies and procedures (including external contracts, regulations and codes of practice) which are designed to eliminate deficiencies and inaccuracies and to ensure high quality standards.

The assurance of quality is fundamental for all work undertaken by CDF and should be implemented by all staff in their work. To that effect CDF shall:

- Maintain consistency in work method throughout in accordance with set policies, procedures, regulations and codes of practice and without significant deviation.
- Ensure that all policies, procedures, relevant regulations and codes of practice are implemented and systematically reviewed to reflect CDF's values.
- Regularly monitor and measure the quality of its work methods, outputs and outcomes with a view to ensuring high quality standards, best value and continuous improvement.

Responsibilities

- Adopt and adapt the European Foundation for Quality Management's (EFQM) „Excellence Model“ as the basis for monitoring and reviewing quality assurance in CDF.

CDF's Chief Executive has overall responsibility for quality assurance and will be supported in this role by Directorate and the Quality Assurance Strategy and Consensus Groups.

It shall be the responsibility of the Chief Executive to report on quality assurance to the Board of Trustees. The Chief Executive will be supported in this role by the Director of Communications and Services as Directorate lead on quality assurance.

It shall be the responsibility of Directorate to approve CDF's quality assurance strategy and to ensure its implementation throughout. It shall be the responsibility of Directorate to undertake

the role of a Quality Assurance Strategy Group in order to consider recommendations of the Quality Assurance Consensus Group and to develop and approve an appropriate quality assurance strategy to address key areas for improvement. Directorate shall also have responsibility for monitoring implementation and outcomes of the strategy.

The Strategy group will be composed of Directorate members and representatives of the Consensus Group. It shall be the duty of the Quality Assurance Consensus Group to meet at agreed times to undertake a self-assessment of CDF's processes using the EFQM Excellence model with the aim of reviewing and determining key areas for improvement. The Consensus group will be responsible to the Strategy Group and will be appointed to represent a cross-section of CDF. The Director of Communications and Services will be responsible for co-ordinating the work of the Consensus and Strategy groups.

CDF's management including directors and unit managers shall be responsible for producing statements affirming commitment to quality assurance and the delivery of continuous improvement to their work and practices.

All line Managers will work closely with their staff to develop effective quality control procedures in order to achieve quality assurance.

This quality assurance policy requires commitment and ownership from all CDF staff.