

## **CANAL COMMUNITIES PARTNERSHIP QUALITY POLICY**

CCP has developed a quality management system to ensure that the organisation provides a premium level of quality to meet the needs of its stakeholders and clients. The quality system has been designed to comply with the requirements of the Q-Mark standard.

CCP is committed to focussing on continuing improvement within all sectors of the organisation. CCP seeks to anticipate the needs of the changing environment in which it finds itself.

CCP will ensure that it will implement the following:

- Deliver a quality service to meet the expectations of its shareholders and clients in relation to:
- Consulting with employees in order to increase their skills base for the benefit of their own role and that of the organisation as a whole.
- Developing and maintaining a management system that facilitates the delivery of professional and quality centered services.
- Management and staff will review performance and set specific objectives with the aim of achieving measurable improvements.
- This policy will be reviewed continuously and also as part of an annual management review, so as to promote the continued relevance of this document to the ongoing development and continual improvement of the organisation as a whole.

March 2008