



Issue 4: 1 February 2018

Quality Policy

Introduction

Enterprise England is committed to providing quality products and services to the customers and users of our enterprise centres and business support services.

Scope

The policy applies to all employees directly employed by **Enterprise England**, and to workers employed via agencies, contractors and Trustees.

Enterprise England is a registered charity providing business office accommodation and support services to start-ups and early stage businesses, charities, social enterprises and entrepreneurs.

Policy

Enterprise England is committed to:

- Providing customers with high quality services, which meet their requirements and are fit for purpose where possible and within our control.
- Endeavouring to work towards attaining ISO 9001:2000 certification, whilst operating the business compliant with the systems required by ISO 9001: 2000.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.
- Implementing best practice across our centres

Monitoring

Enterprise England will monitor adherence to the policy by undertaking regular checks and reviews in order to assess the status and implement the necessary improvements. This will be achieved by undertaking the following (but not limited to) as appropriate:

- Customer satisfaction survey
- Regular 1:1 with customers
- Feedback from services provided, for example training and mentoring services
- Regular 1:1 with staff
- Consistent objective setting and review
- Implementing best practice

Review

This document is subject to an annual review unless there are any major changes in the workplace or legislation requiring more urgent consideration/action.

A handwritten signature in blue ink, appearing to be "AMG".

Signature:

Date:

1 February 2018