Quality Assurance Policy

Version 1.0

**Statement**

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This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. AMS Business Consultants Limited (AMS) aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards. AMS aims to be the first choice for high quality business support/consultancy across the East of England.

**Purpose**

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The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning. The Quality Assurance Policy and associated procedures will involve all employees, contractors and Third parties acting on behalf of or representing AMS. The management of the process will be through the existing organisational structure. Business Leads will initiate procedures within their teams and collate and agree action plans which will help form both individual and company development plans.

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**Process**

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The quality assurance procedures will be founded in a process of regular self evaluation by teams in different departments, internal audits and observations, in addition to employer and client feedback.

The quality procedures will seek the views and perceptions of learners and other stake holders who receive, benefit from and select our solutions and services provided.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

**Responsibility for Implementation**

All staff (managers, trainers and support staff/contractors) are responsible for the implementation of the Quality Assurance Policy.

The Quality Manager is responsible for an annual review of the policy.

It is the responsibility of all to engage positively in that review and ensure implementation.

**Quality Assurance Focus**

To encourage continuous improvement in the quality of all programmes and associated development solutions.

To develop and maintain a diverse range of support and programmes that will be appropriate for SMEs across all industries and provide clients with techniques, processes and structures that will enable them to perform their roles/run their businesses at a higher standard.

To provide information and feedback from all interactions with our clients that enables continuous updates and improvements to our development solutions.

To establish standards and monitoring procedures for providing a supportive and accessible range of services to all clients.

**Internal Quality Assurance for AMS Employees/Contractors**

To review regularly the performance, training and needs of all employees/contractors.

To encourage continual professional development and to offer training and development to individuals from induction and throughout their employment/engagement.

To monitor and evaluate performance and developmental needs through regular one to one reviews.

**Quality Assurance for Clients**

Client feedback will be sought, reviewed and acted upon when relevant to the improvement of the quality of any developmental solution and/or services provided.

Regular reviews with clients will provide feedback that will feed into improvements and changes to our development tools.

The quality of our development programmes is dependent upon clients applying techniques/change that we have implemented with them.

Enabling Change will therefore explore, develop, deliver and support a range of processes that will support and encourage clients to apply actions stemming from our development solutions. These initiatives will be regularly reviewed.

**Actions**

The results of the quality control monitoring as stated above, will be used to:

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* Action plan for improvement within AMS Business Consultants Limited.
* Highlight issues that need consideration by AMS Business Consultants Limited.
* Feedback on actions taken will be shared with employees/contractors.
* Identify new initiatives and solutions that will improve the quality of development that we bring to our clients.