

# The 7 Quality Principles

Quality principles are at the heart of our Management system

**Customer Focus** - to meet and exceed customer needs & expectations

**Leadership** - establish unity of purpose and direction, achieve objectives

**Engagement of People** - competent & empowered, enhance capability

**Process Approach** (PDCA) interrelated processes - coherent & standardised

**Improvement** - maintain current performance, react to changes

**Evidence Based Decision-Making** - facts, evidence and data - objectivity

**Relationship Management** – influence the success of the business