



Quality Management System

Document Title :	Quality Policy
Department/Activity:	All / Quality
Process Owner:	Chief Executive

NBV Quality Policy 2011-2012

The Executive Team recognises the Quality Management Systems as dynamic tools with which to control and manage standards of service and delivery to customers, clients and staff across the East Midlands.

To this end, the Executive Team are committed to the following actions with regard to the Quality Management Systems: -

- All documented policies, processes, procedures and forms shall be accessible to all NBV staff via the NBV intranet.
- The Quality Management Systems section of the NBV intranet shall be kept up-to-date at all times as specified in NBV's Document Control Process NBV-DC-PSS.
- All documented policies, processes, procedures and forms shall be reviewed annually. Feedback shall be invited from all staff and each month notification of the documents to be reviewed shall be posted on the NBV intranet.
- All controlled documents shall be created in a format which is in line with existing NBV branding and communications procedures.
- Changes shall be informed by the aims and objectives of the organisation, contract requirements, discussions with teams / departments, client and customer feedback.
- All NBV staff shall be updated on relevant changes via the intranet or in staff briefings, meetings or training sessions.

The objectives of our Quality Policy are:-

- To achieve our Business Plan targets and objectives
- To conform with ISO 9001:2008
- To meet and exceed our contract requirements
- To meet and exceed client needs
- To be regarded by our staff as a fair and equitable employer
- To continuously improve our practice and service by means of contract review and feedback
- To continuously improve our Quality Management System by means of internal review and audit
- To continue to promote a quality culture within the organisation

The documents which comprise the NBV Quality Management System are controlled as detailed in our Document Control Process. The policies, processes and procedures shall be adhered to as documented. Where changes are required and/or improvements identified these shall be made in line with the Document Control Process.

The Quality Management Systems shall continue to be monitored throughout 2011-2012 at both monthly SMT Meetings and quarterly Board Meetings.

Document Reference	NBV-QUA-POL	Version	1.20	Date	07/03/2011
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