



thelastingchange

Quality management policy

Quality policy for thelastingchange is formulated in response to the simple question "How do we know we are doing a good job?" By systematically seeking evidence from an appropriate range of sources, thelastingchange.com continuously seeks to demonstrate commitment to doing things well and to doing things better. At the heart of thelastingchange.com is the belief that our job is to identify, meet and enhance our clients' requirements.

Quality management system

thelastingchange has developed a system of review and evaluation that enables the organisation to record, analyse and report on quality issues.

Quality assurance

At the start of any piece of work quality requirements are initially identified in terms of statutory and regulatory requirements as well as stakeholder and client requirements. These are then documented and formalised as objectives either as an Initial Project Brief or Outline Study Programme.

At key points in any client relationship or Learning Programme, review takes place in the form of standard written questionnaires to be completed by clients, key company workers, and as appropriate, external stakeholders. These documents which record both qualitative comment and appropriate quantitative data are used as evidence to inform regular Evaluation Events. These are attended by all interested parties or their representatives and where appropriate independent appraisers. At the Event progress in meeting quality requirements outlined in Project Briefs or Study Programmes is recorded and action plans agreed and documented.

Quality improvement

Quality planning is the responsibility of a named director, Tim Appelbee, who is responsible for drawing up an annual Quality Improvement Plan. This action plan is reviewed at quarterly directors' meetings, where its effectiveness is evaluated. The Quality Improvement Plan identifies development in terms of resource requirements and training needs arising out of Evaluation Events.