

## Quality Management Policy

An overall approach to quality management is essential in developing and maintaining a consistently high quality in service. Nidderdale Plus implements quality management in four main business areas:

1. **Strategic management and leadership:** the Board of trustees is committed to defining the long-term goals of the organisation through a published Business Plan. This Plan is developed through consultation with partners, clients and staff, and clearly states the values of the organisation, together with aims and financial plans. The Board is committed to meeting on a regular basis to ensure organisational opportunities and issues are managed within this strategic framework.
2. **Operational management:** the Board and its highly skilled employees, and dedicated volunteers, are committed to delivering high quality services to its partners and clients and to consistently attain high levels of customer satisfaction. We ensure that the needs of our partners and customers are clearly understood and met through close liaison at all stages of the work. Our staff and volunteers are appropriately trained to enable them to undertake their tasks and are given appropriate authority within the scope of their responsibilities. Nidderdale Plus operates as a small business, where contributions from all staff and volunteers are appreciated and encouraged in order to improve the efficiency and effectiveness of the organisation.
3. **Resource and Financial Management:** the Board, staff and volunteers are committed to the efficient use of all resources. The financial position is monitored by the Board on a monthly basis and an annual inspection of accounts is undertaken. The annual returns to Companies House and the Charities Commission, together with HMRC requirements, are delivered in a professional and timely manner. All documentation relating to project management, grant applications and conditions, contracts and policies is maintained and archived.
4. **Performance Monitoring and Continuous Improvement:** The Board and staff are committed to regular reviews of all contracts with partners and these review meetings provide opportunity for monitoring of performance data. The staff are committed to an appraisal scheme which looks back on performance and client feedback, together with a focus on future objectives and opportunities for improvement and personal development.

**Approved at Trustees meeting held on 8<sup>th</sup> October 2024**

**This policy will be reviewed every three years**