


# COMPASS

## Quality Policy



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Policy Approved by:	Willem Green
Signed:	

## QUALITY POLICY

Compass are dedicated to the quality of our services and will ensure that these fully meet the requirements of its customers, clients and learners at all times. The goal of the company is to always achieve a high level of customer satisfaction.

Our quality management system incorporates our principal activities including:

- Health and safety consultancy
- Health and safety training
- Delivery of apprenticeships
- NVQs in health and safety, construction and learning and development
- Occupational health services, including drug and alcohol screening

All staff shall be given adequate time and resource to ensure the Quality Management System is implemented effectively.

To achieve these aims, specific business and quality objectives have been set by the Directors which are set out and monitored on the management program.

At each management review meeting, our performance is evaluated to the above objectives.

All applicable statutory requirements including date protection legislation will be complied with as well as compliance with relevant standards and guidance, such as that from the HSE, awarding organisations and professional bodies.

All personnel used by Compass, whether directly employed or otherwise will be competent to carry out their specific tasks, including Occupational Health Physicians, Nurses and Technicians, trainers and consultants.

- Any nonconformity of our products and/or services will be recorded and investigated to identify possible corrective and preventive action as well as the root cause of the nonconformity. This information will be shared with relevant persons to prevent any recurrence.
- To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and specifications and ensuring that the correct procedures are followed to meet those requirements.
- It is our aim that through the implementation of this quality policy and our quality management system we will continually improve our service and ensure our clients remain the focus of our vision at Compass.