



Britannia Fire Compliance Company Ltd
Keeping You Up To Code.

QUALITY ASSURANCE POLICY

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Quality Assurance Policy

Introduction

Britannia Fire Compliance Company Ltd has in place a set of processes to ensure quality will be experienced consistently across all aspects of the businesses operations (Quality Assurance) and support the business in a cycle of continuous improvements and rising standards (quality improvement), at the heart of the cycle is self-assessment. The aim of this is to achieve quality improvements that are business focussed and that have a positive impact on the customer experience:

- Quality of product and service
- Services and resources offered
- Quality of operations

Our Procedures

BFCC Ltd operates under a local management scheme, which determines much of its policies and procedures. This includes quality improvements, customer care, health and safety & budget and financial regulations.

Feedback is regularly sought from customers and employers with regards to the quality of their experience. This feedback is evaluated by relevant members of management and used to improve the quality of BFCC Ltd operations.

Quality Assurance Framework

BFCC Ltd has in place a range of systems and procedures that combine to provide a quality assurance framework.

- Business wide annual self-assessment
- Monthly managerial meetings
- Weekly toolbox talks
- Annual staff development plan
- Staff appraisals

- All new staff are encouraged to gain greater technical qualifications
- Probation and mentoring for all new staff
- A customer care policy, with complaints and issues of concern investigated by management

Quality Improvement

- A mission statement
- Annual targets
- Annual quality improvement and development plan (arising from the self-assessment proses)
- Annual staff development pan
- Annual staff appraisals
- Sharing of information and good practice through toolbox talks
- Evaluation of feedback, complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy can also be found in the staff handbook.

Although the Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Last review date: 01/07/2019