

## QUALITY POLICY

Age UK Northamptonshire (the 'Charity') is a registered charity that not only assesses its quality assurance through the Quality Mark Standards, but also through the operation of a Quality Management System that has gained ISO 9001:2015 certification, including aspects specific to being a charitable Organisation working with, and for, all older people.

The Charity's management aims to achieve and sustain a standard of service that meets and indeed exceeds the needs and expectations of its service users, its staff and its contracting clients in accordance with its values, funded and contractual requirements, and its internal standing orders, policies and procedures, and is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of client /service user satisfaction

The management of Age UK Northamptonshire has a continuing commitment to:

1. Ensure that client / service user needs and expectations are determined and fulfilled with the aim of achieving client /service user satisfaction
2. Communicate throughout the Charity the importance of meeting client /service user needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The Charity complies with all relevant statutory and regulatory requirements.

The Charity constantly monitors its quality performance and implements improvements when appropriate, whilst this Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff, whilst copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual.

Signed .....  (Chief Executive)