**Quality Policy**

Age UK Wigan Borough is a major provider of services in the Borough. These include information and advice services, practical support services and activities for older people. As the foremost organisation serving older people in the borough of Wigan, we are committed to the pursuit of excellence and to the total satisfaction of those using our services.

We are committed to meeting, and wherever possible exceeding the expectations of older people and their carers every time we engage with them. We are also committed to meeting and wherever possible exceeding the expectations of commissioners and those purchasing our services.

It is our policy to maintain a quality system designed to meet our quality objectives relating to older people. We will review and improve our systems and processes, in order to uphold the ISO 9001 registration in recognition of our quality management standards in place.

The Charity’s Quality Manual defines our quality objectives and top line management responsibilities.

All training that personnel receive emphasises the importance of quality and its impact on service user satisfaction. Service User satisfaction is an essential part of the quality process.

To ensure the charity maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to an annual audit.

The requirements of the organisation’s quality system are mandatory and all company personnel have a responsibility and obligation to it.

Signed

Bryan Shepherd, Chair

Date: 15th August 2018