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# Quality Policy SOI

SSG Training & Consultancy Ltd

BAPOL10, Version 2, 20 November 2023

## Document Review Record

Issue Number	Date
Version 1	9 September 2022
Version 2	20 November 2023


This policy will be reviewed annually or sooner if changes to legislation or company procedures occur.

# Quality Policy Statement of Intent

SSG Training & Consultancy Ltd is a company delivering accredited and bespoke training and consultancy services managed from our head office and training centre in Plymouth.

The company is committed to:

- Establishing, implementing and maintaining a quality management system to meet or exceed the requirements of BS EN ISO 9001:2015
- Meeting or exceeding all legal and other requirements applicable to its operations and systems, including customer requirements
- Communicating the requirements of the system throughout the business and ensuring relevant training and development is provided where required to ensure competence
- Regular monitoring of the quality management system to ensure it continues to meet the needs of the organisation and its customers
- Listening to customers to ensure that their needs are fully understood and taken into account in all areas of its work
- Regularly monitoring and measuring its performance in key areas in order to identify opportunities to improve
- Setting objectives, targets and programmes based on results of monitoring, to facilitate continuous improvement in priority areas of the system and its processes
- Regularly reviewing progress against these objectives
- Identifying non-conformances from a variety of sources within the system and ensuring appropriate corrective actions are taken in order to address these and prevent recurrence
- Strategically and operationally reviewing performance at regular intervals

Signed	 Managing Director	Date	20 November 2023
		Review Date	November 2024

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