

## QUALITY POLICY

Age Concern Liverpool & Sefton (the 'Organisation') aims to ensure that its services meet the needs of its customers at all times in accordance with contractual requirements, its policies and procedures.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 2008 certification, including aspects specific to improving the quality of life of older people in Liverpool and Sefton.

Organisation Management 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 customer satisfaction

The Trustees and Management of Age Concern Liverpool & Sefton has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer 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 structure of the Quality Management System is defined in this Quality Procedures Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Procedures Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

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. 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.

**Signed:**



**Name: Dil Daly (CEO) Date: 3/5/2107**