



Quality Policy

Cumbria CVS will ensure that our activities as an infrastructure support service provider meet our clients' expectations and our own high standards, and comply with all relevant regulations.

Specific quality objectives will be set and reviewed through Trustees' Strategic Planning meetings where the CVS Strategic Plan is a consistent agenda item. To help achieve these, we will maintain a quality system that meets BS EN ISO 9001 – *"Quality Management Systems – Requirements"*

- This policy will be agreed and amended by the Board of Trustees annually
- Changes to the policy and the quality objectives will be communicated to staff via email or an organisational blog
- New staff will be informed of the quality policy and its importance to the organisation during induction
- New Trustees will be informed of the quality policy and its importance to the organisation during induction
- This policy will be available to external parties on request and published on our website.

We will strive to continually improve our performance by regularly evaluating our services and identifying actions to ensure that our objectives are achieved and that problems are prevented.

Approved by:

Chief Executive Officer

Date: January 2018