

Quality Policy

This Quality policy was drafted to record the commitment of Connect Assist limited and its employees to quality in all areas of the company operation.

We are guided by the principal that 'Quality leads to growth', with the positive effect that service quality has upon customer satisfaction, customer loyalty and turnover.

Our objectives are as follows:

- To maintain excellent quality standards throughout the company via our ISO 9001 compliant Business Management System
- To provide a professional and ethical service to our clients
- To satisfy our customers' requirements and get things right first time
- To provide our customers with products and services of the highest quality
- To provide all our customers, and our customers' service users that are using their services, with a high quality service that is regularly assessed and improved
- To ensure we are compliant with all relevant requirements of ISO 9001 and continually develop and improve the effectiveness of our Business Management System
- To select suppliers and purchase goods and services reflecting the same high quality standards as our own
- To review this policy regularly to accommodate changes in quality criteria and new developments within the company
- To allocate sufficient resources to ensure continual improvement of quality standards within the company
- To analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met. Those objectives are established as part of the annual management review process and the progress against these are monitored during the Business Management Action Group Meetings



Ron Moody
CEO, Connect Assist

1.1 Revision History

Version	Date	Author	Notes
8.0	16/01/2018	Russell Davey	Change of CEO

1.2 Last Review Date

Last reviewed: 16/01/2018