



Peter Bates Associates Ltd
96 Burlington Road
Sherwood
Nottingham
NG5 2GS
Office: 0115 910 9387
Mobile: 07710 439 677
Email: peter.bates96@gmail.com

Quality Assurance Policy

This policy addresses many of the areas raised by ISO 9001 and demonstrates how Peter Bates Associates Ltd gains assurance that outputs continue to be delivered at a consistently high quality.

Peter Bates Associates Ltd provides training, service evaluation and development consultancy to the human services sector. Desk work is carried out in the office of the company or on the customer's site.

1. Quality is a standing item on the agenda for Director's meetings, leading to improvement actions as indicated.
2. High quality is defined as that which enhances the quality of life and opportunities for people at the greatest risk of exclusion in our society. This is the constant reference point, not performance indicators or profit – either for the client of the company. This is the core criterion used for deciding whether to take on an individual piece of work.
3. Leadership is dispersed, contextual and sometimes hidden. High quality work is done when leadership is exercised by everyone (especially the least expected person), and creative results are achieved that were not anticipated by those in the most strategic roles. As a result, everyone is involved in defining success, working towards it and celebrating it. This shapes the way in which work is generally done – by coproduction, especially with people using health and social care services.
4. High quality is created through a creative blend of rational, orderly systems underpinned by the analysis of data with unpredictable, inspired and serendipitous components, driven by a settled commitment to continual improvement. At the heart of quality lies a commitment to strong, positive relationships – with people at risk of exclusion, with customers and with others working for improvement. This guides the approach to feedback – welcoming honest conversations, gathering evaluation scores and maintaining curiosity about whether our efforts have made a difference.

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