



## **COBCOE POLICY**

### **Policy Statement – Quality Management**

Quality Management is an essential element of all our work.

COBCOE is committed to ensuring the highest possible quality for all work that we undertake.

- COBCOE is committed to providing its members, partners and associates, and employees with the highest quality of service.
- Quality assurance is demonstrated through our engagement with all our stakeholders and the communities that we represent.
- Where potential quality lapses arise COBCOE has appropriate procedures in place to deal with complaints in an efficient and timely manner.

Our commitment to quality is supported by individual policies and procedures that address the activities central to delivering our services including:

- Corporate governance
- People management
- Equality & Diversity
- Training & Development
- Staff / Volunteer Appraisal
- Complaints & Operational Procedures
- Financial Procedures
- Service User Involvement
- Environment / Green Policy
- Health and Safety
- Equal Opportunities
- Anti-Bribery
- Data Protection & Privacy

COBCOE is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services.

We will therefore:

- work with our members and partners to develop our services to meet their needs
- conduct our business in a way that reflects our core values
- create an environment that promotes continuous improvement and knowledge sharing across all stakeholders
- ensure compliance with legal and other applicable standards
- educate and train our people to support the delivery of high quality services