

CQI business management system policy

As a leadership team,

We commit to leading the establishment, operation and enhancement of our business management system in line with principles of good governance, assurance and improvement.

We commit to support our people with the resources and capability such that they can understand how they can play a full part in this.

As an organisation,

Practising what we preach

As the UK Chartered Body accountable for setting professional standards for all disciplines within the quality profession, we commit to pursuing excellence in governance, assurance and improvement.

Focusing on the value due to our customers and other stakeholders

We commit to understanding the expectations of all our stakeholders: members, partners, employers and our people, such that all our products and services: professional standards, membership, learning & development, member services and policy work meet their legitimate needs, and comply with all applicable regulatory requirements including treating their personal data appropriately. We do this through our business management system and mutually beneficial relationships with our partners.

We commit to protect and improve the environment and recognise that our day-to-day operations can impact it both directly and indirectly. We work to integrate environmental considerations into our business decisions and to adopt greener alternatives throughout our operations.

We commit to recognising and managing the health & safety risks related to the work we ask our people, and others who may be affected by the organisation's activities, to do, providing them with clear information, adequate training and a safe workplace.

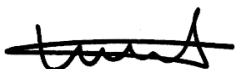
Measuring performance

We commit to measuring our performance by actively seeking the voice of customers, partners and our people, through the KPIs of our business management system and by learning from external good practice.

Driving improvement

We commit to taking an evidence and risk-based approach to identifying beneficial improvements in our culture, business management system, services, technology and infrastructure, and to delivering improvement through the application of good improvement practice.

We commit to review and, as necessary revise, this policy at least annually, based on understanding the needs of our stakeholders. We will close the loop by explaining any changes to all our stakeholders.



Vincent Desmond CEO Chartered Quality Institute