

## **Quality Management Policy**

### **Introduction**

Sue Carrette Training and Consultancy aims to deliver the highest quality consultancy and development services, and is working towards building an enterprise which is sustainable as a whole, intellectually, financially and environmentally, while balancing the need to recognize the importance of each of these factors individually.

### **Client Relationships**

It is the policy of Sue Carrette Training & Consultancy to:

1. Ensure that information provided to clients is clear and comprehensive.
2. Ensure that all agreements with clients clearly and accurately describe the services to be delivered, the cost of the services provided and the timescale for the delivery of services and any requirements on behalf of the client.
3. Ensure that communication with clients is timely, regular and consistent.

### **Service Delivery**

It is the policy of Sue Carrette Training & Consultancy to:

4. Undertake to deliver only those services for which Sue Carrette Training & Consultancy has the expertise to deliver.
5. Ensure that all services are delivered to the highest standard, at or by the time agreed, and within budget.
6. Actively encourage structured and informal feedback from both clients and (in the case of training and development) service participants and ensure that all feedback is thoroughly analysed and where appropriate enhancements are made to services at the earliest opportunity.
7. Ensure that all services are delivered utilising an approach that proactively facilitates an environment in which equality and diversity are respected.

### **Professional Development**

8. Sue Carrette Training & Consultancy recognises the contribution of Continuing Professional Development (CPD) to the provision of high quality development and consultancy services.

9. All individuals responsible for the delivery of services on behalf of Sue Carrette Training & Consultancy will be fully committed to both their own CPD and that of others, and will ensure that they:

- a. Proactively address their own CPD needs
- b. Ensure that they are appraised of current thinking and best practice within relevant fields
- c. Regularly review their CPD needs and progress
- d. Adopt a reflective professional approach

### **Associate Consultants**

As and when required Sue Carrette Training & Consultancy will contract the services of 'Associate Consultants' to ensure sufficient capacity to meet client needs. Sue Carrette Training & Consultancy will ensure that:

10. Only individuals who are able to demonstrate the requisite skills and experience, to deliver a defined client need, will be contracted as Associate Consultants.

11. Associate Consultants will be given comprehensive and clear information on the services they are contracted to deliver and will be required to demonstrate a clear understanding of these services and any related issues

12. All Associate Consultants will be required to uphold all Sue Carrette Training & Consultancy policies and policy statements and in particular will be required to actively ensure that services are delivered in a context which fosters respect for equality and diversity.

**Sue Carrette Training & Consultancy**  
**[www.suecarretteconsultancy.com](http://www.suecarretteconsultancy.com)**