



QUALITY ASSURANCE POLICY STATEMENT

Management ensure that the quality policy is communicated and understood by all employees and volunteers at all levels of the organisation through documented training, regular communication, and reinforcement during annual employee performance reviews.

Our quality policy statement acts as a compass in providing the direction and framework for establishing key performance measures and related improvement objectives. Management reviews the quality policy during management review meetings to determine the policy's continuing suitability.

The full text of the Grace's Place Quality Policy can be seen below.

5.3.1 Quality Policy Statement

We aim to continually improve the products and services we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

We aim to achieve the above by implementing a quality management system that complies with the international standard ISO 9001:2008. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also to the continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service quality will we achieve our aims of long term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a service user complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the necessary requirements are described in our quality management system.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Management Team on the system's implementation, status and effectiveness.

The objectives of the company are set out in the quality manuals/business plan. Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

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Director Responsible for Policy and Implementation: Deon Bryan

Signed ...D.Bryan 04/04/2012

Approvals

The signatures below certify that this quality manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

| | Name | Signature | Position | Date |
|-------------|---------------------------|-----------|------------|------------|
| Prepared by | Encompass Consultancy Ltd | L.Elliott | Consultant | 01/04/2012 |
| Reviewed by | Encompass Consultancy Ltd | L.Elliott | Consultant | 01/04/2013 |
| Approved by | Deon Bryan | D.Bryan | Director | 04/04/2012 |

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Amendment Record

This quality manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

| Page No. | Context | Revision | Date |
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