



Title	Quality Policy			Ref. No	POL01
Approved by	SLT	Date	02/02/2021	Issue	11

General statement

Overall responsibility for Quality within MKC Training Services Ltd. (MKCTS) is vested in me by virtue of my appointment as Managing Director. I have ultimate responsibility for the effective operation of the Quality Management System and ensuring a commitment to continuous improvement. We support the Royal School of Military Engineering (RSME) Vision and Mission and adopt the MidKent College Values. Working within this framework, MKCTS has set out its own vision for success:

To be the UK's most innovative training design and delivery partner, trusted by our customers to prepare them for tomorrow

Our Commitment

We fully commit to:

- Determining applicable quality requirements, ensuring operations are completed in accordance with them and evaluate how effectively we satisfy them
- Continually improving our quality management system to enhance training design, delivery, support and management services
- Implementing and maintaining a quality management system that complies with ISO 9001 and is integrated within our overall Management System
- Allocating suitable and sufficient resources, including training, to enable us to achieve our quality aims and objectives
- Completing internal audits regularly and correcting non-conformities
- Ensuring directors and management are fully engaged in quality management systems

Objectives are established at relevant functions, levels and processes across the organisation. Key objectives include:

- *Pass rates* - >93% at Phase 2, >97% at Phase 3
- *Trainee / partner satisfaction* - >95% good / outstanding overall satisfaction
- *Rigorous quality monitoring and improvement system* - 100% annual coverage of trainer monitoring and training programme / ISO internal audits
- *Employee competence & establishment* - 100% trainers achieve or working towards level 5 or higher teaching qualification, >98% employees complete mandatory training programme, <3 establishment gaps per month
- *Finance* - >75% suppliers paid within 30 days

Responsibilities

Directors, management and supervisory staff have responsibilities for the implementation of the policy and must ensure that quality issues are given adequate consideration in the planning and day-to-day supervision of all work. All employees and subcontractors are expected to co-operate and assist in the implementation of this policy. This includes co-operating with management on any quality-related matter. Full QMS arrangements are available through our SharePoint site.

Mike Garrod – Managing Director

Date: 02 February 2021

Not controlled when printed

Reviewed by											
Date											