

Title	Quality Policy			Ref. No	POL01
Approved by	M Fry	Date	20/09/24	Issue	15

General statement

Overall responsibility for Quality within MKC Training 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 (QMS) and ensuring a commitment to continuous improvement throughout our operations. Working within this framework, MKC Training has set out its Vision and Values – together with our Objectives, Key Results and 5-year plan, these drive assurance and improvement:

Vision

“To be the UK’s premier skills development partner, harnessing innovative solutions to equip our clients for the future”

Values

- **Commitment** to learner success
- Investment in **People**
- **Collaboration** through partnership
- **Innovation** to prepare for tomorrow
- **Courage** to embrace opportunities

Our Commitment

We fully commit to:

- Determining applicable quality requirements, ensuring operations are completed in accordance with them and to evaluate how effectively we satisfy them
- Implementing and maintaining a quality management system that complies with ISO 9001 and is integrated within our overall Management System
- Continually improving our quality management system to enhance training design, delivery, support and management services
- 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

We use an Objective & Key Result (OKR) framework to define and measure performance. Our strategic objectives are:

1. Deliver a service that is highly valued by our customers
2. Grow and diversify the company
3. Be the skills development employer of choice
4. Deliver positive social value

Objectives are integrated within our 5-year plan and measured at relevant functions and levels, including through Key Results and the MKC Training Dashboard. These are maintained as documented information and regularly reviewed.

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, associates 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. Failure to comply will be investigated and, if appropriate, will be considered under the relevant disciplinary procedures. This statement covers all sites on which the company carries out its activities, including remote activities. It will be reviewed annually and following any changes in legislation. Full QMS arrangements are available through our SharePoint site.

Michael Fry – Managing Director



Date: 10 October 2024

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Reviewed by								
Date								