



## MKC Training Services Limited

Title	Quality Policy			Ref. No	POL01
Approved by	SLT	Date	24/01/23	Issue	13

### 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 and ensuring a commitment to continuous improvement throughout our operations at the Royal School of Military Engineering (RSME) and other business activities.

Working within this framework, MKC Training has set out its own Vision and Values:

#### Vision

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

#### Values

- **Commitment** to learner success
- Investment in **People**
- **Collaboration** through partnership
- **Innovation** to prepare 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
- 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

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

- *Pass rates* – exceed all contract specific targets
- *Learner satisfaction* - >95% overall satisfaction
- *Rigorous quality monitoring and improvement system* - 100% annual achievement of assurance activities, 0 overdue internal audits and audit actions.
- *Competence & establishment* - 100% trainers achieve or working towards level 5+ teaching qualification, all employees complete mandatory training programme within 1 month of requirement, <5 sickness days per person
- *Finance* - 90% 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. This statement covers all sites on which the company carries out its activities, including remote learning / work activities. It will be reviewed annually and following any changes in legislation. Full QMS arrangements are available through our SharePoint site.

Mike Garrod – Managing Director

Date: 24/01/23

Not controlled when printed

Reviewed by								
Date								