

Quality Policy

QualityPolicy.docx

Title	Quality Policy			Ref. No	POL01
Approved by	M Fry	Date	10/10/25	Issue	16

General statement

As Managing Director, I hold overall responsibility for Quality within MKCTS (Mid Kent College Training Services). This includes the effective operation of the Quality Management System (QMS) and ensuring a commitment to continuous improvement throughout our operations. Working within this framework, MKCTS has set out its Vision and Values – together with our Objectives, Key Results and 5-year plan, these drive assurance and improvement:

Vision

“To successfully blend innovative technology and excellence in delivery to become the trusted source of advice and solutions within the defence sector for training and simulation.”

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 evaluating 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:

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| 1. Deliver profitable and highly valued services that provide a trusted, outcome-based solution

2. Transform and grow the company in Defence for long term success and resilience | 3. Transform and grow the company in Defence for long term success and resilience

4. Deliver significant positive social value and impact |
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Objectives are integrated within our 5-year plan and measured at relevant functions and levels, including through Key Results and the MKCTS Dashboard. These are maintained as documented information and regularly reviewed at Leadership, Executive and Board meetings. The Risk & Audit Committee captures quality-related risks and documents these on the Risk Register.

Responsibilities

Directors, management and supervisory staff have responsibilities for policy implementation and must ensure that quality issues are given adequate consideration. 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.

Michael Fry – Managing Director



Date: 10 October 2025

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