

Quality Policy & Objectives



The Outreach Rescue quality commitment is to liaise with the customer at all times to ascertain their individual requirements, to supply the highest quality of training, fit for the intended purpose, to ensure training is competitively priced and to offer a full support and technical advice service. Our aim is for continual improvement through involvement and participation of all levels of management, employees and other interested parties.

Key Objectives:

- We will maintain a Quality Management System to meet the requirements of the ISO 9001: 2015 standard.
- Maintain training standards by having at least two people qualified for every training course.
- Maintain a fair and creative environment that respects new ideas and initiatives. Staff meetings will be held and all contributions respected.
- We will invest in the necessary resources to ensure the business is able to achieve its targets and develop new ways to provide excellent customer service
- We will continually improve the effectiveness of our management system through management meetings, audits, review and course feedback mechanisms.
- The management team will, after every audit, review the performance of the management system and our quality objectives.
- The quality policy and objectives will be communicated to all employees.

In line with our values, Outreach Rescue management will encourage all members of the team to:-

- Act with integrity
- Be innovative
- Engage with others
- Strive for excellence

Monitoring and Feedback

We will monitor all feedback we receive in relation to the issues affected by the policy and will amend the policy as necessary. The policy will be updated with any amendments to the new or existing legislation, regulatory information and industry standards.

To meet this commitment the company complies with all appropriate legislation operating a Quality Management System to the Standard BS EN ISO 9001:2015, The Health and Safety at Work Act (1974), BS 8454, and all relevant British/and/or international standards, legislation, regulation and best practice.

Signed	Greg Cain
Date	August 2022