

The Source Academy Quality Policy

It is the policy of The Source to provide a range of services which meet the requirements of its customers and quality standard parameters. All work is carried out in accordance with the highest professional standards, aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management and staff. Thus, we operate a Quality Management System in accordance with the ISO9001 Standard to ensure that our business is conducted in a safe, customer focused and cost-effective manner and to help us ensure continuous improvement in our service.

This Quality Policy conforms to the requirements of ISO 9001:2010 and has been established to ensure that: -

- We offer stable, diverse and specialized services that are aimed at identifying and conforming to the needs of our customers. Our ambition is to distinguish ourselves with fast, direct and cordial responses
- It is appropriate to the needs of The Source and the expected level of customer satisfaction
- The Source has the resources needed and the contribution of suppliers and partners to meet business objectives
- It provides a framework for establishing and reviewing quality objectives
- It demonstrates management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels within The Source
- It is regularly reviewed at the management review for suitability and effectiveness addressing continual improvement and customer satisfaction.
- We work according to the laws and regulations that apply to the operations of the company.

Due to the size of The Source, a number of employees have a dual role to carry out within its many aspects and functions. It is, however, The Source's policy that this dual role shall not deter, in any manner, personnel from their prime objective of providing a quality service through an adequately controlled quality management system. A function of all management and employees shall be the maintenance of this objective.

The Management Team at The Source is ultimately responsible for making balanced judgements, assessing the significance of variations in this sphere and taking decisions. In arriving at such decisions, the quality and personal integrity of

employees are of fundamental importance.

Every effort is made to ensure that each person in The Source understands that quality assurance is important to the future of The Source and its employees. Employees will be trained so that they have the knowledge as to how they can assist in the achievement of quality and are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within The Source Academy. All employees shall be guided by the contents of the quality management system.

A handwritten signature in cursive script that reads "Ann Cadman".

Ann Cadman
Centre Director

Start Date: March 2015

Review Date: March 2016