



**MAINPORT TRAINING**

## **QUALITY POLICY**

The mission of Mainport, is to make a distinctive and distinguished contribution to the service which training offers to Wales, and to the UK. This contribution, embodied in the provision of training, is offered in such a way as to develop the intellect, fire the imagination and extend the capability of learners so that they may contribute both to the wider interests and to the particular needs of the society of which they are members. Mainport is committed to providing learning opportunities which help learners to develop to their full potential and enable them to meet the needs of employers and society generally.

Within this context, Mainport aims to provide for learners training and services of the highest quality. This document is intended to give learners information on the standards which Mainport aims to meet for learners.

In order to help achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

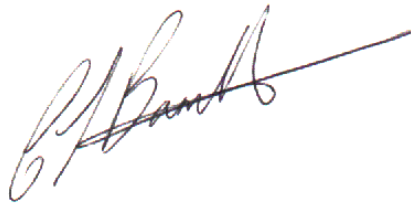
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System

- Ensure that the company complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

The Quality Policy is reviewed for continual suitability during the management review.

Signed on behalf of Mainport Training Wales Ltd



Position: Quality & Technical Advisor (Compliance)

Date: 02/01/2021



PG Hancock MBE CEO  
Mainport Training  
02/01/2020