

INTRODUCTION

Step Ahead Social Enterprise CIC (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget.

The Organisation operates a Quality Management System.

POLICY

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction.

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establish the Quality Policy and to set Quality Objectives at relevant functions, levels and processes
- Ensure that the Management Reviews set and review the Quality Objectives and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources.
- Seek, monitor and review customer feedback and use this information to support continual improvement and enhance customer satisfaction
- Ensure that personnel have the appropriate competence, training and support to fulfil their responsibilities
- Ensure consistent delivery of services in line with established procedures and customer requirements
- Monitor and address customer complaints to support resolution and continual improvement

All personnel understand the requirements of this Quality Policy and abide by the contents of the Quality Management System.

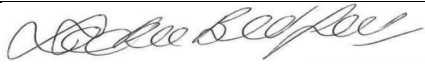
The Organisation constantly monitors its Quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all staff members and relevant interested parties.

Quality policy



Document Control	
Document Title: Quality Policy	
Version Number: 2.3	Document Owner: Corporate Support
Date Approved: 20 June 2025	Approved By: Jackie Bedford, CEO
Effective Date: 20 June 2025	
Superseded Version: 2.2	
Date of Last Review: 3 June October 2026	Date of Next Review: 1 July 2027