

# PBSS Quality Policy Statement

**This organisation believes that:**

1. Every member of the business shares the responsibility for quality and quality improvement, i.e.
  - managers through their own practices and standards will endeavour to lead by example. They will give complete commitment and allocate the necessary resources to the quality policies and programmes that are initiated.
  - everyone has the scope to contribute to continuous quality improvement. Those taking initiatives will generate effective conditions for other staff to participate creatively in the design, implementation and review of improvement activities.
  - we will compare our own performances with those of competitors in other sectors. The benchmark data will be shared with colleagues in relevant sections of the business.
2. Quality processes and controls will implemented in a systematic way across the business and given consistent and thorough attention. Quality management roles and systems will be clearly defined and reviewed regularly.
3. To be committed to quality processes and outcomes so that the focus will be on 'getting it right first time' - quality assurance - rather than 'inspecting poor quality out' (if the poor quality has already occurred) - quality control. Our aim is to delight our customers and develop the best operational relationships with our suppliers.
4. The quality of support, interaction and achievement at every point in our supply chain is highly significant to success. Wherever practical, we will work in partnership with our suppliers, external and internal, as a natural adjunct to the quality policy.
5. Information, communication, education and training have leading roles to play in the implementation of the quality policy. To ensure that everyone is empowered to contribute the policy, its practices and programmes will be disseminated and promoted widely internally and externally using a range of methods and media.
6. Colleagues will be assisted in the learning, education and training needs relating to quality so that they possess the competences and know-how - technical and social - for their role within the quality policy.
7. Implementation of the quality policy will be a specific and high priority agenda item for all management meetings and company briefings.

*Success with any quality management system goes beyond strict conformance with regulation and good record-keeping. Procedural QMS must be supported by the collection of values, expectations, behaviours and relationships that exist within any organization - the 'quality culture'.*