



# THE EMPLOYEE DEVELOPMENT FORUM LTD

## QUALITY ASSURANCE MANUAL

### CONTENTS

No	Section Title	Related Documents/Procedures
1.	Introduction & Company Profile	<ul style="list-style-type: none"> <li>Core Values</li> </ul>
2.	Policy & Objectives	<ul style="list-style-type: none"> <li>Quality Matters</li> <li>Key Performance Objectives</li> </ul>
3.	Quality System	
4.	Organisation	<ul style="list-style-type: none"> <li>Organisation Chart</li> </ul>
5.	Authority & Responsibilities	<ul style="list-style-type: none"> <li>Job Descriptions</li> </ul>
6.	Management Review & Internal Audit	<ul style="list-style-type: none"> <li>Management Review</li> <li>Internal Auditor Procedure</li> </ul>
7.	Contract Review	<ul style="list-style-type: none"> <li>Initial Assessment Procedure</li> <li>Analysis of Data &amp; Review for Improvement</li> <li>Recruitment Procedure</li> </ul>
8.	Documentation & Change Control	<ul style="list-style-type: none"> <li>Control of Documents &amp; Records Procedure</li> </ul>
9.	Purchasing	<ul style="list-style-type: none"> <li>Consultant Agreement</li> <li>Code of Conduct</li> <li>Purchase Order Procedure</li> <li>FE Establishment Audit Procedure</li> </ul>
10.	Non-conforming Performance, Preventive & Corrective Action	<ul style="list-style-type: none"> <li>RAG Procedure</li> <li>Customer Complaints Procedure</li> </ul>
11.	Records	<ul style="list-style-type: none"> <li>Control of Documents &amp; Records Procedure</li> </ul>
12.	Training & Development	<ul style="list-style-type: none"> <li>Internal Training Procedure</li> </ul>





## 1.0 INTRODUCTION AND COMPANY PROFILE

The Employee Development Forum Ltd was established in 1998 to satisfy customer requirements for employee development programmes. This business has developed well and is expanding successfully.

The company is now engaged in the delivery of apprenticeships, NVQ's, training courses, fork truck driver training programmes and employer services.

This Quality System relates to the full range of company activities.

The EDF's aims to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers in terms of delivery and quality.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and auditing and inspection authorities.

Achievement of our quality policy and standards involves all staff and associates, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. The EDF quality policy is provided and explained to each member of the team by the Managing Director or Quality Coordinator.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Quality Coordinator and Centre Coordinator.

The broad aims of the Quality Assurance System are:

- To maintain an effective Quality Assurance System complying with relevant standards authorities and inspection bodies.
- To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- To ensure compliance with relevant statutory and safety requirements.
- To endeavor, at all times, to maximize customer satisfaction with the services provided by The EDF.





## 2. POLICY AND OBJECTIVES

# QUALITY MATTERS

The Employee Development Forum is a client-focused business, committed to the objective of fully embracing our Mission Statement. To ensure our continued commitment to the achievement of our mission we have established principle Core values and performance standards by which we openly encourage our clients to judge the quality of service we provide.

Our Core Values and Performance Measures are:

- ❖ **To positively encourage a Healthy and Safe working environment**
- ❖ **To encourage open Communications**
- ❖ **To perform with Ethics and Integrity**
- ❖ **To develop and maintain our Reputation**
- ❖ **To encourage valued Growth and Development**
- ❖ **To pragmatically aim for Total Client Satisfaction**

Furthermore, through our integrity and by being approachable and receptive, we shall strive to offer ever-higher levels of service. Our Service Level Agreements establish the minimum actions that our clients and we need to work at to help meet the demands of our performance measures.

**Paul Kendall**  
**Managing Director**

Wednesday, February 20, 2008

---





## Our Key Quality Performance Measures (ongoing)

Our Quality Values		Our Quality Behaviours		Our Quality Measures
<b>Our customers</b>	<b>we are customer driven</b> (Our customers are identified in three ways) <ul style="list-style-type: none"> <li>• an apprentice</li> <li>• an employer</li> <li>• a delegate</li> <li>• the LSC</li> </ul>	We will endeavour at all times to understand our customers needs and requirements and interpret them into programmes that meet their needs	By the use of effective communication, listening and empathy to the customers situations	- Contract reviews, - Customer agreements, - Customer satisfaction surveys and internal audits
<b>Our Team</b>	They Have: Knowledge , skills, Awareness to the needs and welfare of others, Empathy towards the needs and requirements of our customers.	We will continue to improve our business through the development and investment of our people	By communicating and listening to, and understanding each other. (Directors, employees, Sub-contractors, suppliers, customers)	- Personnel and Training evaluation reviews, - Internal audits and management reviews.
<b>Our Performance</b>	To maintain an attitude that promotes efficiency and effectiveness in our actions	We will measure and challenge the way in which we operate, and hold regular management reviews and standards meetings	By acknowledging our key performance indicators	- Process measures, - internal audits, - management reviews - achievement data analysis
<b>Partnership Working</b>	By working closely with our suppliers, customers and networking organizations within our sector	We will continue to develop and improve our professional working relationship with our key suppliers and customers.	By establishing trust and confidence through professional conduct and open communication.	- Supplier and customer agreements - management reviews - regular attendance to network forums
<b>Innovation</b>	Marketing Unique Selling Points	We welcome new ideas and views on how we can improve our business.	By being open to ideas of new services, methods and/or opportunities.	- Communication minutes and management reviews. - Customer Feedback questionnaires





### 3.0 QUALITY SYSTEM

The Quality Assurance System applies to all activities of the Company. The Quality Assurance System is fully documented and structured in 3 levels:

#### Level 1: Quality Manual

This document details the corporate quality policy and structure of the Company Quality Assurance System and references appropriate Operating Procedures.

#### Level 2: Operating Procedures

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

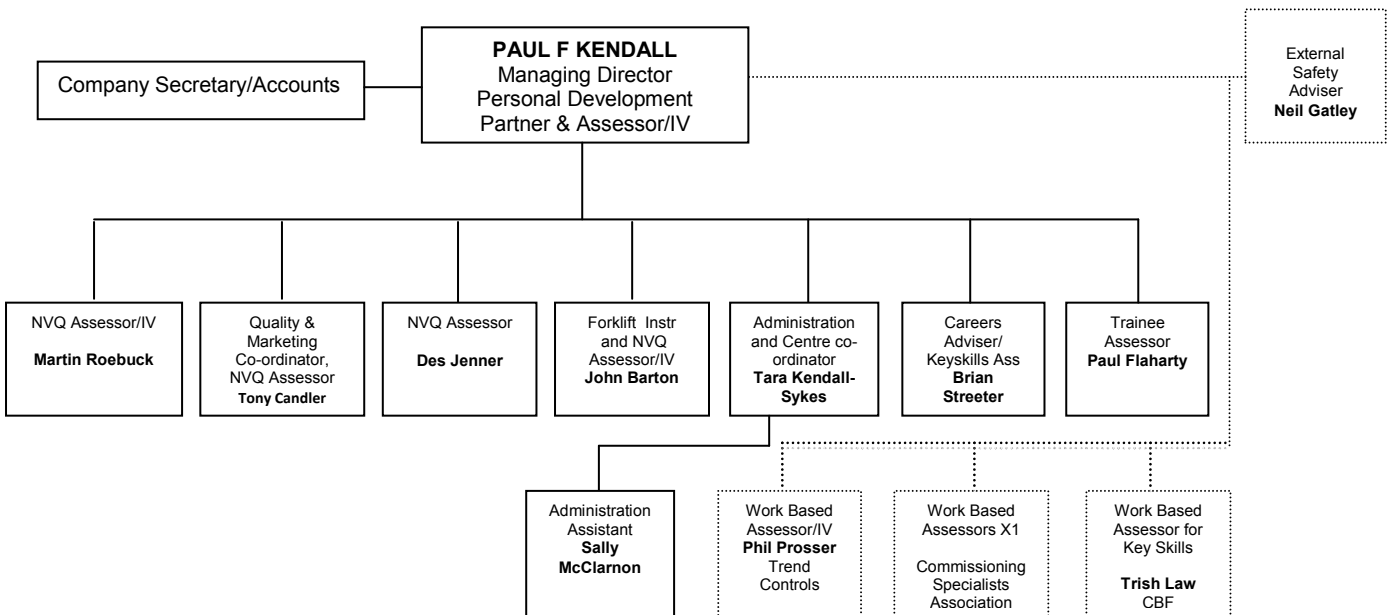
A list of Operating Procedures is given in the Index Section of this Quality Assurance Manual.

#### Level 3: Quality Planning

As the Company operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customers declared needs.

### 4.0 Organization Structure

#### The Employee Development Forum Ltd





## 5.0 AUTHORITY & RESPONSIBILITIES

### 5.1 Authority

5.1.1 All staff and associates are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

5.1.2 All staff and associates share the authority and responsibility of identifying non compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

5.1.3 The Managing Director continually reviews the company's resources to ensure that adequate manning, equipment and materials are available to meet customer requirements.

### 5.2 Responsibilities

#### 5.2.1 Managing Director

- Approval of the Quality Assurance System
- Management Review
- Supplier Selection & Purchasing
- Contract Management & Control
- Training

#### 5.2.2 Quality Coordinator

- Internal Audit
- Resolution of Quality Assurance System Discrepancies
- Control & Maintenance of the Quality Assurance System
- Documentation & Change Control (Quality System Documents)

#### 5.2.6 Assessors/Personal Development Partners

- Planning & Performance of training and development systems
- Undertaking NVQ Assessments
- Monitoring of Performance and Achievements
- Complying with Assessment Centre Procedures and Processes

#### 5.2.7 Company Secretary

- Control of Accounts

#### 5.2.10 Administration Coordinator

- Candidate Database Administration
- Compiling Portfolios
- Registration of Candidates
- Document Management and Control
- General Office Administration





## 6.0 MANAGEMENT REVIEW and INTERNAL AUDIT

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

- a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to agreed Standards, continuing to satisfy the customers needs and expectations, and functioning in accordance with the established Operating Procedures.
- b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- d) To review any complaints received, identify the cause and recommend corrective action if required.
- e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.
- f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. An Audit Programme is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Coordinator.

Nonconformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

---

## 7.0 CONTRACT REVIEW

The Company offers a range of employer engaging services to meet each customer's needs. Specialist service requirements differ from one customer to another (and from one contract to another) therefore each tends to be quoted for the specific requirement or contract.

Once a proposal is accepted by the customer, a Service Level Agreement is raised, it is recorded and reviewed to establish that the requirements of the SLA are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the customers requirements.

In addition to the original Service Level Agreement the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.





## 8.0 DOCUMENTATION & CHANGE CONTROL

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

Service Level Agreements/ Individual Learning Plans/Quality Assurance Manual  
/ Operating Procedures/Assessment Centre Procedures/Operating Policies

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Coordinator who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each Apprentice has a File which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

---

## 9.0 PURCHASING

Suppliers of services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost.

Previous performance in supplying to similar specifications and requirements is essential

All associate sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply. Associate sub-contractors working arrangements are governed by use of a contractor agreement and code of conduct.

---

## 10.0 NON-CONFORMING PROCESSES, PREVENTIVE & CORRECTIVE ACTION

Once non-conforming processes have been noticed they are identified by associated documents, or specific elements to prevent their inadvertent use. All non-conforming processes and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.





The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All team members are encouraged to suggest improvements in methods of service delivery.

The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in method and its procedures.

---

## 11.0 RECORDS

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

Some records are retained for a minimum of 6 years.

---

## 12.0 TRAINING AND DEVELOPMENT

The policy of the company is to ensure that all those associated in delivery of our services are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures associates capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All team members are responsible for recommending the training needs of others, and for ensuring that all staff and associates allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Managing Director.

Full CPD records are maintained of all training and development activities undertaken by staff and associates.

