

QUALITY MANAGEMENT SYSTEM

Quality Management is an essential element of all our work. Acorshe is committed to ensuring the highest possible quality for all work that we undertake.

- Acorshe is committed to providing its clients and employees with the highest quality of service.
- Quality assurance is demonstrated through our engagement with all our stakeholders including clients and employees
- Where potential quality lapses arise Acorshe has appropriate procedures in place to deal with non-conformances in an efficient and timely manner.

Our commitment to quality is supported by individual policies and procedures that address the activities central to delivering our services including but not limited to the following aspects:.

- *Corporate governance*
- *People management*
- *Equality & Diversity*
- *Training & Development*
- *Staff Appraisal*
- *Performance & Contract Management*
- *Complaints & Operational Procedures*
- *Financial Procedures*
- *First aid training*
- *Child protection*
- *Client Involvement*
- *Environment Policy*
- *Health and Safety*

Acorshe is committed to continuous improvement and implementing appropriate quality management **systems** and **processes** to enable us to deliver the highest practicable **quality services**.

We will therefore:

- work with our clients and partners to **develop our services to meet their needs**
- conduct our business in a way that reflects our **core values**
- create an environment that promotes **continuous improvement** and knowledge sharing across all stakeholders
- ensure **compliance** with legal and other applicable standards
- **educate and train** our people to support the delivery of high quality services
- **ensure that the quality** of every aspect of our business consistently exceeds expectations