

TCR Training Limited
Quality Management Statement

Quality Management Statement

The Directors of TCR Training Limited recognise that the quality of its services are essential to success in business, and the Company is committed to meeting, and whenever possible exceeding, its customer quality requirements.

We strive to provide the highest levels of customer service, and adopt assured methods of working in order to maintain a 'right first time' culture

The Company will

- establish and maintain an efficient and effective Quality Management System, which is planned and developed to include all functions, and seeks to comply with the principles of ISO 9000:2000
- ensure that effective and accurate work is a primary commitment in its training operations
- provide timely delivery of services which are of a consistent quality and in compliance with customer specifications and schedules
- ensure that appropriately qualified, trained and experienced personnel are used for all tasks
- ensure that every manager is accountable for the quality of his / her area of responsibility, and each individual is responsible for the quality of tasks performed
- commit to meeting the stated and implied needs of customers, and to anticipate their expectations
- continuously measure and monitor the effectiveness of its quality systems
- work towards the continuous improvement of its quality performance

Our eight quality management principles are

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial customer relationships

The Company recognises the importance of all its staff and training consultants in achieving its business aims, and the need for them to support its quality objectives. A planned system of training operates within the Quality Management System to ensure that the necessary skills and motivation exist at all levels in order to meet the Company's policy objectives.

This statement, and our quality management procedures, will be formally reviewed on at least an annual basis, or sooner following any identified non-conformances. Where necessary, appropriate revisions will be made and implemented



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Margaret O'Grady
Director



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Carol Sinker
Director

Reviewed MAY 2011.