

Quality Policy

The goal of Staff Defence Ltd is to be recognized for quality in the Personal Safety, Personal Security Awareness and First Aid training industry.

This will be achieved through:

- Consideration of context of the organisation and aligning the Quality Management System with the strategic direction of Staff Defence Ltd
- Satisfying customer and applicable statutory and regulatory requirements
- Management of organisation, along with employee-established quality objectives and defined responsibilities for their fulfilment
- Establishing, applying, maintaining and continual improvement of effectiveness of Quality Management System ISO 9001:2015
- Continual enhancement of customer satisfaction
- Commitment to increase quality of training and course material to exceed customers' expectations
- Making continuous improvement a part of every day and every job
- Ensuring that our Policy and Procedure Manuals reflect what we actually do
- Understanding how our jobs fit into the overall flow of work at Staff Defence Ltd
- Continuously upgrading the Quality Management System in all stages ranging from Customer enquiry, quotation, confirmation of customer order, delivery of training program, invoicing.

The framework for setting quality objectives is defined in the Quality Manual. Managing Director is responsible for communicating the Quality Policy to all persons working for or on behalf of the organisation and making it available to the public.

Steven Scales
Partner
Staff Defence Ltd

1/4/2018