

## YMCA Awards commitment to quality and continuous improvement (Policy statement)



YMCA Awards is part of Central YMCA – the world’s first YMCA – a national charity that has been helping people make positive changes in their lives since 1844. We are experts in education, health and wellbeing with over 20 years’ experience developing UK-regulated and globally-recognised qualifications.

We work closely with industry experts, employers and training providers to make sure that our products and services deliver life-changing opportunities. With over half a million qualifications awarded, 300,000 people have advanced their career with YMCA Awards.

We are committed to providing the highest possible level of service and meeting the needs of our customers. To ensure that we achieve excellence in all our activities we have implemented a Quality Management System. This provides a framework for measuring, evaluating and continually improving our performance; it is how we ensure we:

- continue to meet the ever-changing needs of our customers
- meet applicable statutory and regulatory requirements
- keep our products and services relevant.

Our quality objectives, which are aligned to our business aims, are to:

- understand the needs of our customers
- put appropriate resource in place to fulfil our customers’ needs
- continually improve the quality of our service
- ‘get it right first time’

To support these objectives, we have systems and procedures to:

- collect, regularly review and act on customer feedback (including complaints)
- measure consistency and success of our internal processes
- monitor performance of our teams and suppliers against set criteria
- train and develop our team members

Managers within YMCA Awards regularly review audit results and ensure any improvement changes to our systems and processes are implemented.

This policy is posted on the YMCA Awards website, along with the Charity’s staff intranet. Our internal procedures, which are regularly reviewed, are held on a network drive available to all YMCA Awards employees.

The Chief Executive for Central YMCA has ultimate responsibility for Quality. However, all employees are responsible for ensuring their own areas of work are covered by our Quality Management System, embedding Quality across YMCA Awards.

This policy statement is reviewed regularly to take account of changing circumstances, customer requirements, objectives and improvement opportunities. We expect the next review to take place in July 2021.

**Date:** 1 July 2020

**Arvinda Gohill**  
**Chief Executive**

**awarding excellence**