Commitment to quality and continuous improvement

YMCA Awards is part of Central YMCA – the world's first YMCA – a national charity that advances the education, health and wellbeing of our communities. 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 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 objectives are aligned to the critical outcomes detailed in YMCA Awards' strategy:

Objective	Strategic critical outcome
Understand the needs of our customers	expand our reach and impact
	ensure our services, programmes and products meet the needs of all sections of our communities
Put appropriate resource in place to fulfil our customers' needs	strengthen our foundation and advance the depth and breadth of our own capabilities
	collaborate with other charities, local and national government, and the private sector to deliver shared goals
Continually improve the quality of our service	transform services and programmes through technology
	ensure financial viability and long-term sustainability
'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.

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