



## Quality Policy

CEME is an innovative urban regeneration project that supports the development of individuals and organisations – with a specific focus on the Engineering, Manufacturing and Technology sector. CEME is a Charity that operates for the benefit of the public and for the Thames gateway region. CEME considers effective Quality Management to be of prime importance and is committed to the continual improvement of its quality of operations whilst providing:

1. Programme Management
2. Occupancy Management
3. Conference and Events Management.

### It is the policy of CEME to:

1. Pursue high standards of quality management as an integral part of efficient management of the business and ensure that decisions about other priorities take account of customer requirements.
2. Comply with all customers, regulatory and other requirements while pursuing a programme of continual improvement.
3. Develop systems and procedures that deliver the high standards sought and in particular provide for:
  - Well maintained buildings, facilities, processes and systems that meet the requirements of customers, staff, visitors, contractors and students.
  - Suitable arrangements for the selection, and use of goods and services to deliver its operation.
  - Understanding of customer requirements, the monitoring of delivery against those requirements and investigation when requirements are not met.
4. Develop and review clear quality performance objectives including:
  - Customer satisfaction
  - Customer complaints
  - Continuous improvement actions.
  - Monitoring & Review
5. Review and if necessary, revise this policy and the objectives on an annual basis

The Chief Executive has overall responsibility for this policy but all persons who work within or come in contact with CEME during their normal activities have a responsibility to support and implement the objectives of this policy.

The Operations Director has responsibility for the implementation of this policy through line managers and supervisory staff.

CEME will produce and update detailed organisation structure and responsibility charts in support of effective communication of this policy.

The co-operation and commitment of everyone is essential in order to establish, maintain and continually improve effective standards of quality and customer satisfaction.

**Bill Williams – Chief Executive.**

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