

## ENLITEN IT LTD QUALITY ASSURANCE POLICY

### GENERAL

Quality assurance refers to the planned and systematic processes that provide confidence of a product's or service's effectiveness.

It is basically a standard for meeting customer requirements by showing a company's commitment to delivering quality products and services to a purchaser. It documents how a company will meet the requirements of a customer in a systematic and reliable fashion.

### POLICY STATEMENT

Enliten IT aims to provide high quality training through continuous improvement of its standards and performance. Enliten IT is committed to meeting the needs of all its customers through the provision of excellent training and support.

### REASONS FOR THE POLICY

A policy is required to provide a framework for decisions and actions which assure and improve the quality of provision for all those who use Enliten IT.

### POLICY OBJECTIVES

- To support the company's mission statement: 'to help our customers get the most out of their technology'.
- To provide the operational guidelines for a high standard of service to all our customers.
- To ensure a comprehensive, sound and integrated approach that is understood by and accessible to all staff.

### POLICY

- Enliten IT will improve the quality of the learner experience by monitoring, reviewing and continuously improving the quality of training.
- Enliten IT will set and monitor standards and targets for quality improvement.
- An annual self-assessment will be conducted leading to action plans for continuous improvement.
- Enliten IT will obtain and evaluate the views of customers on the quality of our services and respond appropriately.
- A culture of continuous improvement will be fostered.
- Enliten IT will ensure consistency of standards through the implementation of quality assurance systems and procedures.

### CONTACTS

Company Director  
Head of Quality Assurance

## **WHO SHOULD KNOW ABOUT THIS POLICY**

All staff and contractors at all sites.

## **RESPONSIBILITY**

- All staff and managers share responsibility for implementing the Quality Assurance policy and associated procedures.
- Managers will monitor the effectiveness of quality procedures.
- The Head of Quality Assurance will ensure the policy and related procedures are regularly reviewed to continuously improve them.

## **HISTORY**

Policy adopted August 2002.

Reviewed and revised, September 2014.

## **CUSTOMER SATISFACTION GUARANTEE**

We are committed to providing our customers with 100% satisfaction in their experience with us! Our objective is to improve your productivity.

We feel that the best way to build repeat business and a long lasting strategic partnership with our customers is by treating them correctly and giving them the highest quality training experience. We always strive to meet and wherever possible exceed client expectations.

Enliten IT underwrites all its delivery with the following guarantee:

Our 'Customer Satisfaction Guarantee' underpins our commitment to providing high quality training. As part of our absolute commitment to training, if a customer is not satisfied with their training experience, let us know within 10 days and, we will either re-run the course, offer another course or refund your initial course fee.

## **FURTHER INFORMATION**

All our courses, workshops and consulting services are designed to deliver the best possible return on your training investment.

We provide a highly effective feedback mechanism through the collection of post course questionnaires at the end of every course and use these to monitor overall levels of customer satisfaction as well as inputs to our quality improvement program.

All Enliten IT trainers are assessed both for their technical ability and their competence to deliver training to groups or individuals. We also place great emphasis on running an ethical business and only employ friendly and honest individuals.