

Business Quality Policy

The mission of Loughborough College is 'to transform and enrich lives through lifelong learning, empowering the workforce of tomorrow.' To achieve this objective, the college will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

The Corporation and Chief Executive of Loughborough College in conjunction with the Senior Leadership Team are committed to the following:

- Establishing measurable quality and business objectives that are consistent with the context and strategic direction of the college and address risks and opportunities associated with them;
- Ensuring quality objectives help the organisation achieve learner and community requirements by:
 - Delivering a technical and academic curriculum offer that enables progression into employment, higher education and supports the community we serve
- Monitoring and measuring the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from learners and the community on how well its products and services meet their requirements and set objectives for continual improvement;
- Analysing the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Selecting and working closely with suppliers who enable the college to create and deliver reliable performance;
- Recruiting employees who are learner focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Providing an environment that promotes the wellbeing of its employees and learners and encourages positive teamwork and collaboration;
- Encouraging all employees to identify problems and make suggestions to improve all aspects of the college's products/services and business processes;
- Ensuring that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensuring that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

This statement and any changes to it will be brought to the attention of appropriate parties.

Signed:



Date: May 2021

Jo Maher
Chief Executive
Loughborough College

Signed



Date: May 2021

Wendy Coy
Chair of Governors
Loughborough College