

QMS Continual Improvement Process

PURPOSE

The Division recognises the importance of learning from past experiences and revising processes and plans accordingly. To ensure this happens systematically the Division has implemented clear guidelines on the change process.

RESPONSIBILITY

Responsibility for this process lies with the Division's Quality Team. All staff within the Division are responsible for implementing the procedure.

PROCEDURE

1. Plan and establish improvement actions necessary to deliver the results in accordance with business objectives. (Assisted via customer satisfaction / feedback and communications)
2. Encourage staff to drive the improvements in the process of their service delivery.
3. Monitor and identify the process and results against objectives and KPIs.
4. Use customer feedback and self-assessment processes.
5. Evaluate feedback and results and formulate reports on the outcomes.
6. Implement actions to deal with the outcomes for further improvement and use quality improvement action plan to ensure that actions taken are effective and inform future plans.

RECORDS

Notes and reports on newly identified planned improvements are noted on the Divisional Action Plan shared server for all staff to view.

PROCESS VERIFICATION

Evaluation of the Training & Development Process effectiveness is carried out using internal and external quality audits. Changes to the process are put in place as required and as appropriate.

APPROVALS AND REVISION HISTORY

Revision No.	Date	Approved by:	Details of Change
1	15 Sept 2016	David Mahedy, Director	Initial release