**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

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