

# Quality Assurance Policy



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*(Not Open to The Public)*

## QUALITY ASSURANCE POLICY

CAB Training's quality assurance policy is based on providing our customers with the best experience, training, and service possible.

The company pursues the following goals in the field of quality assurance:

Strict compliance of the company's services with all clients, and governing body standards and requirements.

Professional and technical level of the services must correspond to or exceed that of other training enterprises and companies operating in the UK and the governing bodies.

Responsibility to customers for the quality of the services rendered.

Cost efficiency of the services as compared with other companies operating in the market.

Continuous monitoring of customer feedback, training records, CAB Procedures, Instructor CPD and All data systems.

The strategy for achieving the goals is the following:

Focus on the process management model and continuous improvement of the company services (in accordance with the governing bodies and HSE Legislation).

Satisfaction of customers' requirements to all services provided by CAB Training. Fulfilment of the customers' requirements, ensuring highest quality.

Understanding of the customer needs their present and future specific requirements.

Continuous cooperation with customers in order to understand their needs.

Transparency - customers obtain access to information on the quality of the services.

Primary focus on prevention of a possible decrease in quality rather than on measures to restore the quality level.

12 monthly Audit on training paperwork (conducted by our governing body), to ensure continued accreditation

Continuous review of Data Systems.

Carol Wheatley

Business/Training Manager

26/06/2023

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