

## Quality Policy

The Quality Policy is formalised and documented in the business system contained in this Manual. There are no areas of the BSEN ISO9001:2015 standard that we consider not applicable. The Policy will be made available to interested parties, as appropriate.

It is our policy to cover the services and products commensurate with customer and partner contracts, funding criteria applicable, awarding organisation requirements and learners needs to ensure that we deliver to customer's satisfaction and to ensure that each learner can achieve to their utmost ability. We will always ensure that we comply with statutory, regulatory and Industry requirements and that our internal operational processes are suitable for this purpose and meet the desired requirements, needs and expectations.

This statement applies to our scope,

***" The provision and associated consultancy service to promote technical competence and safety to the engineering, process and oil and gas sectors, by the delivery of apprenticeships to new entrants and up-skilling their existing workforce "***

Our vision is:

***To be the UK's leading provider of world-class technical training and consultancy services to the Oil & Gas, Manufacturing, Engineering and Process sectors.***

Our mission is:

The TTE Technical Institute Mission Statement is:

- **To work in very close partnership with our employers and learners to provide a safe and technically competent workforce in the future both within the UK and Internationally;**
- **To work closely with our sponsors, funding bodies and key stakeholders to ensure that our training programmes and other services are relevant to meet the ever-changing, current and future needs of our industry needs;**
- **To offer value-added training and consultancy services to assist employers address their future workforce needs and competency solutions;**
- **To promote health & safety and equality & diversity in everything we do, to create a safe working environment free from discrimination and unfair treatment;**
- **To encourage a proactive and inclusive personal development culture across the business to enable both our learners and staff achieve their personal goals and career aspirations;**
- **To continually meet and exceed our employers and learners needs and expectations in a high quality, professional and effective manner gaining appropriate external accreditation and recognition for everything we do.**

We review our systems; processes and delivery to ensure that we comply with requirements, that continual measures are implemented to improve effectiveness, that competence is maintained, planning takes place and necessary actions input.

We aim to meet our customer's needs, expectations and hence provide customer satisfaction. We set key performance indicators (KPIs each year through our strategic plan and work towards achievement of these through our continued commitment to recognition to BSEN ISO9001. They are effectively communicated throughout the workforce.

KPIs will consider risk management and business contingency which will also be included within our strategic plan. The strategic direction is reviewed and then used as an input for this quality policy, to reduce risk and to set objectives. We have organised our departments and personnel to provide an efficient business management system that all can depend upon, be confident with and therefore expect from us. We are committed to satisfying applicable requirements and for the continual improvement of the management system.

*To achieve the highest quality in everything we do – the TTE Business Management System will be integral with everything we do and will:*

- **Conform to the BS EN ISO 9001 : 2015 Standard, continually improving the effectiveness of the BMS and comply with all known requirements;**
- **Promote a culture of continuous improvement throughout the business to achieve the best outcomes for the business, the Learner and employers;**
- **Foster a greater sense of ownership and commitment amongst all staff by involving everyone in the organisation, setting a framework for objectives they can work to assist with achieving;**
- **Maintain and develop the competence of staff;**
- **Incorporate systematic processes for self-assessment, development planning, monitoring and reviewing and the sharing of best practices;**
- **Progress is evaluated by collating and analysing data, key messages are identified and priorities for actions are agreed. Improvement targets are set and the implementations of new practices are properly managed. A continuing suitability review is completed at least annually.**

The management of **The TTE Technical Institute** will ensure that this Policy and the related KPI's are communicated to understanding, applied and evaluated at relevant intervals. Group Directors will ensure that adequate resources and infrastructure are afforded, together with administration of a structured aim and disciplined approach, to implement and maintain this Policy and to achieve the stated aims, objectives and required competency.

KPIs, having been established, are reviewed monthly to determine progress together with actions required should there be deviation to or from them. To assist us in achieving our aims and standards set, we require and expect from our customers, partners and suppliers "Total Commitment" and assistance when required..

If at any time the former are not reflected, we have, through our system, developed processes to rectify the situation, not only to meet our own needs, but also those of our customers, partners and learners.

All employees are encouraged to participate in the improvement to and maintenance of the systems in place and to assist with achievement of the KPI's. They are given training, instruction and guidance to ensure that they fully understand their roles within it, the directives set by it and the competence expected.

The quality systems are provided to meet the requirements of **BSEN ISO 9001** and may be modified to suit other National / International Standards, Codes of Practice, awarding organisation requirements, partner college contractual requirements and customer and learner needs. They will in no way however negate the minimum requirements.

We will review the Quality Policy and the quality management system as necessary to ensure continuing suitability. Frequency of review will; be at least annually.

The Group Directors and authorised deputies have the authority and the responsibility to establish and maintain the business management system. They have the freedom to recognise any quality problems relating to service, process and systems and to initiate, recommend or provide solutions to these problems.

The management system laid down in this manual has our full support and all staff are aware of its' existence and must adhere to its' directive. It is shared and communicated to employers, learners and wider stakeholders.



Steve Grant  
Group Managing Director  
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