

# Barefoot Thinking Company Quality Management Policy Statement

Next Review: 14/12/23

## Commitment to Quality

The Barefoot Thinking Company Ltd (Barefoot) is wholly committed to its quality policy which is in place to ensure its services fully meet the requirements of its clients at all times. Barefoot's goal is to be the best leadership and Communications training company in our sector. To achieve this goal we are committed to implementing, maintaining and continually assessing operational systems and processes.

## Approach to Quality

Barefoot firmly believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The Quality Policy is based on 3 fundamental principles:

1. Ensuring that Barefoot fully identify the needs of its clients and designs services and events to meet them.
2. Barefoot regularly reviews service and event provision processes, identifying the potential for improvement and taking the necessary actions to achieve this.
3. Barefoot staff maintain their skill levels and receive regular feedback on performance.

## Communication

The Quality Policy will be communicated and available at all times. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to clients and candidates upon request.

## Responsibilities

These are outlined as follows:

- Responsibility for delivering quality services rests with Barefoot personnel.
- Each Director has responsibility for monitoring the quality of services for their area of the business.
- Overall responsibility for maintaining and evaluating the Quality Policy rests with Martin Bloxham (Director) with the support of Peter Redstone (Director).

## Training & Support

Barefoot will ensure that all staff understand and fully implement the Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

- As part of their induction to Barefoot, all personnel will be fully briefed on the Quality Policy, its aims and objectives.
- Barefoot personnel will be given full training to ensure they can carry out all functions of their role.
- Annual appraisals will be held for all personnel to assess performance and identify training needs.

## Monitoring & Evaluation

Barefoot regularly reviews its services to identify and act on improvements required.

Barefoot achieves this by:

- Ensuring that training needs are clearly identified and agreed with the client prior to course design
- Obtaining client feedback following the completion of each training course both through formal questionnaires and, where appropriate, through participant follow up calls
- Improving course content and delivery as a result of formal feedback and Barefoot staff observations of courses being delivered
- Annual reviews of the quality management system
- Taking remedial action to improve the quality management system as needed.

Signed



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Position          Director

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Date                15/12/22

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