



## Quality Assurance Policy November 2023

### Our core principles

- We believe that the consistent, reliable and high quality of our work is crucial for the success of TPC Health
- Quality assurance is an essential part of our commitment to all clients and stakeholders that we work with
- Professional affiliations

Our faculty members are affiliated with a variety of professional trade associations including:

- Institute of Leadership and Management
- Chartered Institute of Personnel and Development
- European Mentoring and Coaching Council
- International Coaching Federation
- The Association of Professional Coaches and Supervisors
- The Association of Coaching
- Institute of Directors
- A variety of related psychological and psychotherapy professional bodies
- A range of clinical roles and NHS backgrounds
- UK & International Health Coaching Association Ltd
- Personalised Care Institute

### Our policies

TPC Health is strongly committed to adhere to the following regulations and guidelines:

- Data Protection Act 1998
- Equal Opportunity Act 2010
- EMCC Code of Ethics
- The EMCC quality standards

Additionally, where relevant TPC Health aims to work towards the standards of the ISO 27001 and the ISO 20252

Our Quality Assurance process covers the following topics in detail:

- Delivery and client satisfaction
- Client approval
- Contract and budgets
- Filing
- Data protection and back-up
- Suppliers and sub-contractors

- Commercial and legal
- Monitoring and implementation
- Sustainability
- Evaluation

Additionally, in order to deliver quality, we operate to our internal policies around the following;

- Health and Safety Policy
- Corporate Social Responsibility Policy
- Equal Opportunity Policy
- Environmental Policy

Our approach to assuring quality is given below within our quality assurance policy;

### **Quality Policy & Objectives**

To be a company that supplies products and provides services that ideally exceed clients' expectations with competent, dedicated, motivated employees, whilst promoting fair and ethical business behaviour towards our clients and suppliers.

To accomplish this policy, we are committed to the following points:

### **Clients**

We will listen to our customers and strive to exceed their business needs and requirements through effective communication and cooperation.

We believe formal reviews of our services throughout their duration and the opportunity to give and receive open feedback remains a source of rich learning for us and our clients in sharpening the effectiveness and value of our work.

### **Products & Services**

- We will develop, deliver and support sustainable products and services that aim to be functionally superior to competing systems whilst also good value, in every sector in which we operate.
- We will meet clients' product and service requirements, in respect of budget and timeliest possible delivery.
- We shall develop these in line with our business strategy.
- We will work with our client to create, as required, a Service Level Agreement ('SLA') that will cover all of the relevant aspects of our products and services and which will our articulate and clarify our relevant roles and responsibilities and the mutual expectations surrounding the delivery of this service.

### **Staff**

We will constantly strive to provide a fair, respectful and open working environment.

We aim for a contented workforce through involving people in the development of products and services, by utilising and developing their knowledge and experience, and by recognising their contribution.

**Management Review and Commitment:**

Conduct regular management reviews to evaluate the effectiveness of the quality management system, assess performance, and identify opportunities for improvement.

Demonstrate leadership commitment to quality by actively supporting and promoting quality initiatives, providing necessary resources, and setting a positive example.

TPC Health is committed to the effective implementation and continuous improvement of this Quality Strategy Policy. All employees are responsible for understanding and adhering to this policy and actively participating in quality-related initiatives.


**This policy has been approved and authorised by:**

**Name:** Andrew McDowell

**Position:** Partner

**Date:** 1 November 2023

**Signature:**

A handwritten signature in black ink, appearing to read 'Andrew McDowell', with a long horizontal stroke extending to the right.