



Herefordshire & Worcestershire Chamber of Commerce Quality Policy

Scope: The provision of a comprehensive range of Chamber of Commerce related support services that serves the needs of businesses and individuals within Herefordshire and Worcestershire.

Our Commitment is to:

Strive for continual improvement of our quality system by:

- Setting and reviewing annual quality objectives as part of the Business Plan
 - Discussing quality issues, where appropriate, through all communication channels
 - All staff taking ownership of the improvement process, including top management demonstrating leadership and commitment in respect to the quality management system
 - Having a trained, dedicated team of Internal Auditors
 - Having extensive procedures and processes to define how services are provided
 - Measuring, monitoring and improving customer satisfaction, including meeting current and future needs of customers
 - Maintaining a high quality of service for all our customers but if things do go wrong, we have an official complaints procedure and Whistle Blowing Policy to ensure customers are treated fairly and openly and in a timely fashion to ensure that a resolution is achieved.
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- Communication with all stakeholders, to collect their feedback and consider their views in future quality improvements
 - Fulfil the standards required for BS EN ISO 9001:2015 (excluding 7.1.5 Monitoring & Measuring Resources and 8.3 Design and Development Planning of Products and Services), B Corp, British Chambers of Commerce accreditation, Cyber Essentials Plus and Armed Forces Employer Recognition Scheme
 - Respond to all enquiries received through any means of communication, through our relevant dedicated teams/departments, within 3 working days. If required referring and working with our wide range of business contacts, partners and stakeholders to ensure the community has the necessary support and to help business grow.
 - Develop our internal and external systems using proven technologies to assist in our vision of providing exemplar customer service standards, including complying with legal and regulatory requirements.

A handwritten signature in black ink that reads 'S. Smith'.

Sharon Smith, Chief Executive

This Quality Policy is reviewed annually as part of the Quality Management Internal Audit Schedule

