



Quality Assurance Policy

Interpretations

“Staff” are all members including directors, freelancers, volunteers or anyone working on behalf of deep:black.

“Directors” are those deep:black members that hold a company share of deep:black london.

Introduction

deep:black is committed to achieving and maintaining a high standard of quality in the way we work, the services we deliver, our relationships with staff, partners and clients and to ensure continuous improvement.

'Quality' is for us to review and appreciate what we are doing well and to be committed to doing it better. This includes an openness to acknowledge and act on the need to make changes in order to better meet the needs of our clients and service users.

deep:black is dedicated to maintaining a culture of personal and organisational learning where mistakes within the boundaries of safe working can be reviewed and welcomed as building blocks for personal and organisational learning.

Policy

Our policy is to maintain an effective and efficient quality assurance process that is planned and developed by the Board of Directors with the aim to deliver the best quality of service possible.

The quality assurance policy is based on the following processes:

- 1 Ensuring that we fully identify and respond to the needs of our service users and clients
- 2 Maintaining consistency in our methods and approach to working that is in alignment with our organisational values and in accordance with our policies
- 3 Monitoring and reviewing our service provision in order to identify mistakes and need for improvement, and taking the necessary steps to make changes accordingly
- 4 Sharing insight and learning from our own monitoring and evaluation of deep:black programmes with staff, clients and partners as openly and regularly as feasible
- 5 Ensuring that all policies and procedures are implemented and systematically reviewed to reflect deep:black's values.
- 6 Providing staff platforms such as planning meetings, training dates, check-in and debrief meetings and team away days where working practice and standards are shared, reviewed and continuously improved

This policy was approved on 23 April 2011
This policy was last reviewed on 18 October 2017
This policy will next be reviewed in: October 2019