

# **CONGLETON TOWN COUNCIL**

## **QUALITY POLICY STATEMENT**

### **PURPOSE**

We believe that our commitment to continuous improvement will guarantee the success of the Council by fulfilling our strategic objectives and the needs and expectations of our clients, communities and other stakeholders.

### **SCOPE**

The Council's policy on Quality supports the Mission, Vision, Goals and Strategic objectives contained in its Strategy. It relates to all activities and processes developed and operating for Quality Control and Management which have been underlined by the Council adopting its Safety Policy, Equalities Policy, Environmental Policy, Personnel Policies, Information & Data Protection Policy, Computer Use and Security Policy, Child Protection Policy, Grants Policy and Communities Policy. It will also ensure the Council operates in compliance with its Core Values and best practice.

### **POLICY**

The Council is committed to seek Quality in all that they do by:

- Developing and maintaining activities that are systematically planned, implemented, reviewed and evaluated.
- Increasing the Council's capacity by developing both Members and Staff and using external expertise where appropriate.
- Investing in technology and equipment which will increase efficiency
- Working in partnership where it can add value to them
- Building successful relationships with clients and communities by ascertaining their need.

It will seek recognition for its policy by:

- Gaining accreditation and operating through an externally assessed Integrated Management System, which incorporates the management of quality, safety and the environment in a structured framework.
- Gaining Quality Town Status.