

Development Co-operative Limited

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Registered as a co-operative society with the FCA number 32418R

DC Quality Policy

Our primary objective is continuous improvement in service delivery, which we achieve through the inclusion of all processes, operations, functions and other staff activity in our system of quality management.

We aim to achieve this by adhering to the following principles:

- We strive to become a leading expert; effective and trustworthy, capable of transferring our knowledge to our clients.
- We work towards a culture of clear communication, equality, diversity, growth, and sustainability.
- All our members, staff and associates work to constantly improve the quality of our services, operations and procedures. We aim to achieve this through the consistent implementation of our quality management system at all times.
- We continuously monitor the attainment of objectives and immediately work to eliminate any deviations.
- We are aware that the proper training of each staff member and sub-contractor is a precondition for achieving and maintaining the required quality. We ensure the professional and personal development of all staff and Associates through Continuing Personal Development based on regular Training Needs Analyses.
- We strive to ensure that the highest possible service standards are continuously maintained through the day-to-day monitoring of the quality of our services.
- We strive to fulfil our commitment to quality in such a way that all members, staff and Associates know, understand and carry out our Quality Policy.
- We carry out regular reviews of our processes.

We aim to fulfil the Quality Policy by achieving the following longer-term objectives:-

- Better and more systematic work planning
- Consistent adherence to the prioritisation of tasks
- Improved internal and external documentation
- Systematic monitoring of outputs, outcomes and results
- Continuously improving both staff and client satisfaction