

Accendo Coaching and Training are committed to providing our customers with excellent training content, a quality and enjoyable customer experience that will help them transform and focus their professional skills and expertise.

To ensure our service is high quality maintained and where possible improved we shall:

- develop a quality management system (QMS) to ensure effective customer focus and quality operations including processes for:
  - Monitoring Legal Compliance
  - Document Control
  - Nonconformance
  - Customer Complaints and Feedback

Through our QMS we aim to:

- be aware of our legal and industry obligations, understand how any changes will affect the company and provide control measures to remain compliant;
- provide experienced coaches and trainers to elevate training sessions with real life experience learning, scenarios' and develop learners skills.
- focus on our customers' needs to enable an effective and valued provision of products and services that meet and where possible exceed their expectations;
- be proactive by attaining feedback from our customers on their experience with Accendo Coaching and how they rate the value of our content and delivery;
- monitor processes and customer feedback to identify and record nonconformance. Through investigation identifying route causes and corrective actions;
- handle customer complaints and ensure effective investigation and communication process with customers and ensure continuous improvement;
- gain certification to demonstrate the quality of the training content being delivered by the company;

Accendo Coaching constantly work to improve our performance and exceed our customers' expectations.

This policy is reviewed by the company on an annual basis and available on request.



Signed:

Date: 3<sup>rd</sup> January 2021

Name: Claire Cahill

Position: Owner