

# Quality Policy

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## 1. Purpose

“Making it easy for industry to stay safe and compliant.”

## 2. Mission

“To become the powered equipment supplier of choice in the East Midlands.”

## 3. Core Values


- **Support:** Help our customers and colleagues to succeed
- **Honesty:** Being genuine with yourself and others
- **Integrity:** Always do the right thing and do things right
- **Respect:** Treat others as they wish to be treated and if this creates conflict, promote mutual respect, and strive for a safe & sensible compromise
- **Loyalty:** Commit to each other, the company, and our customers
- **Inspiration:** Motivate yourself and others to be the best that they can be

## 4. Quality Assurance Statement

Qualitrain Powered Equipment ensures that our customers and delegates receive effective, industry compliant and high quality training, and that they are the focus of everything we do. We aim to promote the benefits of good quality training and lifelong education and will ensure that processes are in place that make the experience easy for our customers from enquiry to accreditation / certification.

We will ensure checks are in place to maintain the quality of the service provision and provide a fair and robust process for managing customer feedback, appeals, concerns, and complaints.

We will strive to continuously improve the quality and effectiveness of our service, using proven improvement frameworks, methodologies, and tools.

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