

SNIFE TRAINING SERVICES LTD

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Aim of the Quality Policy

The aim of SNIFE Training Services Ltd (The Company) is to provide high quality managing agent and training provider services to employers who wish to train young persons or adults as Modern Apprentices under the Plumbing Industry Apprentice Programme. The intention is to encourage employers to train as many apprentices as are required by the Industry and measure the success of the programme by using Key Performance Indicators (KPI's such as the number of successful completers compared to the number of starts on the programme, customer complaints and feedback etc.)

Scope

The Company currently operates a Quality Management System (QMS) designed to meet the requirements of ISO 9001:2015. The QMS is designed to ensure that the service provided by the Company meets the requirements of BS EN ISO 9001:2015, Statutory, Legislative and Regulatory Requirements and meets the needs and expectations of its customers. This Policy requires the Company to continually improve the effectiveness of the QMS and the service provided to its customers. In addition is a requirement of this policy that the Company ensures that the integrity of the QMS is maintained and changes to the QMS are planned and implemented effectively.

Communication of Quality Policy

This policy is reviewed annually by the directors of the Company and by Top Management at each Management Review Meeting. Copies are available on the Company's website and are located in the E Drive/Training/Quality Management System/Policies. All staff through meetings and QMS sessions training are made fully aware of the requirements of the QMS and the Quality Policy. The policy is available to relevant interested parties from the Company's website.

Quality Objectives

This Policy requires the Company to set Quality Objectives and to review these regularly. The Quality Objectives form part of the Company's Business Plan and the Management Review Meeting reviews the Business Plan at every management review meeting. The Objectives are designed to ensure delivery of the required service, that the quality of the service provided is in line with those objectives, meets the needs of the company's customers and all opportunities for improvement are identified and actioned.

This Policy is fully authorised and supported by the Board of Directors of the Company.

Signed *Janet Mather*
(Chairman)

Date 12/4/19

Signed *Giona R. Hodgson*
(Chief Executive)

Date 12/4/19