



Quality Management Statement

Skills4Stem Ltd. was established in 2014 is a global skills and succession planning consultancy delivering training and consultancy services worldwide to STEM (Science, Technology, Engineering and Maths) businesses to uncover, develop and empower their existing and future leaders. We are based in Bedford, UK and use over forty sub-contracted associate trainers and eight members of the internal support staff: CEO, CTO, Quality Manager, Customer Services Team (3), Sales Team (2) Skills4Stem is based in the Bedford Innovation Centre (Bedford I-Lab).

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- Customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints
- Our internal procedures are reviewed regularly.

Though the CEO has ultimate responsibility for Quality our Quality Manager and all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is March 2019.