

Quality Policy

Document Control

Organisation	GBS Corporate Training
Owner	David Price – Managing Director

Policy statement

“Consistently deliver bespoke training solutions meeting our clients’ needs while continually improving our processes and productivity.”

Professional services firms like GBS Corporate Training can only be as strong as the value they add to their clients’ operations. Using a systematic but flexible approach, we are only satisfied when we have met our clients’ needs and helped them develop and improve their operations. To do so, our goal and mission have been to maintain a leading position in human resources management by committing to the following performance factors.

Quality

We insist that total quality be the guiding principle of our business life. This means knowing and meeting the requirements of our customers and our co-workers – doing it right the first time, on time, every time.

Our Values

- ***Integrity***

GBS Corporate Training employees make decisions, both big and small, with a focus on the integrity of the solutions we provide. Above all, we are committed to making a positive contribution - for our company, our customers and the learning and development industry.

- ***Customer Focussed***

Our commitment to our customers sets us apart as we listen intensively and inquisitively to determine the best solution for them. Our customers are at the centre of everything we do, and our success comes from their success. They benefit from our customised approach to their business and our ability to help them stay ahead of the changing learning landscape.

- **Accountability**

We make personal commitments - to our customers, suppliers and our colleagues. We hold ourselves accountable for keeping those promises and take individual responsibility for the decisions we make to get results for our customers.

- **Value and Respect**

Our people treat each other, our customers and our suppliers with dignity, consideration, open-mindedness and respect. By valuing diverse styles and skills, recognising each individual's contribution, and staying open to each other's perspectives, GBS cultivates an environment of innovation and collaboration.

- **Excellence**

Our journey to excellence never ends - we always aim higher for our customers and partners. We take action with success in mind and focus on results, constantly finding new ways to innovate and improve and we rigorously measure our progress.

Equal Opportunities

GBS Corporate Training Ltd is committed to becoming an equal opportunity employer and to ensuring that all employees, job applicants, customers and other people with whom we deal are treated fairly and are not subjected to unfair or unlawful discrimination. This policy is not contractual, but aims to set out the way in which GBS Corporate Training Ltd aims to manage equal opportunity. This policy applies to all employees and workers.

Our policy is designed to ensure that current and potential workers are offered the same opportunities regardless of their race, religion or belief, nationality, ethnic origin, age, sex, sexual orientation, marital status, domestic circumstances, disability or any other characteristic unrelated to the performance of the job. We seek to ensure that no one suffers, either directly or indirectly, as a result of discrimination.

We recognise that an effective equal opportunity policy will help all staff to develop to their full potential, which is clearly in the best interests of both our staff and our business. We aim to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity.

We expect everyone who works for us to be treated and to treat others with respect. We believe in providing a working environment free from harassment, intimidation, or discrimination in any form that may affect the dignity of the individual.

Customer Satisfaction

We hold all our customers in the highest esteem and are committed to ensuring that customer satisfaction is of the utmost importance to all internal staff and those working in the field.

At the end of every training session we hand out a feedback form to each delegate for completion so that we can review the quality of the session, adjust the materials if necessary, for future training and improve on all aspects of our delivery.

Continuous Improvement

Continuous Improvement will be achieved by monitoring and measuring, product training and, most importantly, feedback from both the customer and internal staff.

In order to maintain and strengthen our position within the field, we pro-actively seek current and popular trends which we would potentially be able to cater for.

Accountability

The Managing Director has the overall accountability for implementing and monitoring this policy, which will be reviewed and signed off on a yearly basis and additionally whenever there are changes in legislation or to working practices.

Signed and authorised

Organisation	GBS Corporate Training
Accountability	David Price – Managing Director
Signed and dated	 11/08/2020