

## Quality Assurance Policy

Green Business Consultancy T/A Healing by Franc Sustainability School Achievement of this policy involves all staff, trainers & facilitators, who are individually responsible for their own work, resulting in a continually improving environment for all.

The key points of its strategy to achieve this are:

- To develop a full understanding of the needs of our customers.
- To work in close co-operation with clients, customers and suppliers to provide the right quality work and service, from the beginning.
- To seek customer feedback and use this as a format for continuous assessment and improvement.
- To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with our Health & Safety and Environmental Policies.

Green Business Consultancy T/A Healing by Franc is fully committed to delivering the objectives of this quality assurance policy statement within all its activities and work undertaken by our company.

Green Business Consultancy T/A Healing by Franc has implemented a management structure that is based on the quality and commitment of its professional and experienced project management and delivery staff. The owner of our company, Frances Micklem, has a specific responsibility for ensuring that the management structure reflects the quality standard, so that compliance with this quality assurance policy is maintained and improved. We are continually developing our company's operations - upgrading of IT systems and investing in staff training.

Green Business Consultancy T/A Healing by Franc's approach is to listen to our clients and customers and to openly discuss the individual requirements of every contract, thus ensuring that our clients remain fully satisfied with our service. With each project we undertake, a quality plan is implemented, encompassing control measures that ensure the client's requirements are met, within the specified time, and in line with the budget. To this end, all partners endeavor to work as a committed team in a spirit of co-operation, with the client and their customers.

Green Business Consultancy T/A Healing by Franc's partners and trainers have the authority to make decisions, within the scope of their responsibilities, and are charged with working in accordance with the documented procedures. Green

Business Consultancy T/A Healing by Franc's objectives are:

- To continue to meet in full the requirements of the client
- To minimize waste and loss
- To carry out all our activities within our environmental policy guidelines, thus helping to ensure a sustainable environment for the benefit of the community
- To continually identify improvements to existing working practices
- To offset and minimize greenhouse gas emissions generated by any contract activities.

Signed by

Frances Micklem  
Director