

Cool it Art
Quality Management Statement

Cool it Art was established in 2013 to provide free creative opportunities to the community. We are based in Lambeth and work with a bank of volunteers and self employed artists.

Quality is important to our business because we value our service users. 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 service user satisfaction and continuous improvement throughout our business:-

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, service user feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all volunteers and artists.

All volunteers and artists are made aware of this policy.

Though the Managing Director has ultimate responsibility for Quality 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.

Signed:



Position: Director

This revision dated: 7th February 2017

Latest review dated: 7th February 2020