

# YMCA Awards' commitment to quality and continuous improvement (Policy statement)



YMCA Awards is part of Central YMCA – the world's first YMCA – a national charity that advances the education, health and wellbeing of our communities. We are committed to providing the highest possible level of service and meeting the needs of our customers. To ensure that we achieve excellence in all our activities we have implemented a Quality Management System (QMS). This provides a framework for measuring, evaluating and continually improving our performance; it is how we ensure we:

- continue to meet the ever-changing needs of our customers
- meet applicable statutory and regulatory requirements
- keep our products and services relevant.

Our QMS objectives are aligned to the critical outcomes outlined in our strategy:

| QMS objective   | Strategic critical outcome  |
|---|---|
| <b>Understand the needs of our customers</b>                            | • expand our reach and impact   |
|   | • ensure our services, programmes and products meet the needs of all sections of our communities                  |
| <b>Put appropriate resource in place to fulfil our customers' needs</b> | • strengthen our foundation and advance the depth and breadth of our own capabilities                             |
|   | • collaborate with other charities, local and national government, and the private sector to deliver shared goals |
| <b>Continually improve the quality of our service</b>                   | • transform services and programmes through technology  |
| <b>'Get it right first time'</b>  | • ensure financial viability and long-term sustainability   |

To support these objectives, we have systems and procedures to:

- collect, regularly review and act on customer feedback (including complaints)
- measure consistency and success of our internal processes
- monitor performance of our teams and suppliers against set criteria
- train and develop our team members.

The Chief Executive for Central YMCA has ultimate responsibility for Quality. However, all employees are responsible for ensuring their own areas of work are covered by our QMS, embedding Quality across YMCA Awards. Managers within YMCA Awards regularly review audit results and ensure any improvement changes to our systems and processes are implemented.

This policy is posted on the YMCA Awards website and is reviewed regularly to take account of changing circumstances, customer requirements, objectives and improvement opportunities. We expect the next review to take place in July 2024.

**Date:** 01 August 2023

**Ryan Palmer**  
**Chief Executive**

## awarding excellence