

## QUALITY STATEMENT

### ENDEAVOURUK

At EndeavourUK, quality is at the heart of the services we deliver. We strive to provide our customers with services which meet or exceed their expectations. To accomplish this, Quality has been incorporated into all aspects of our business ensuring the highest value and satisfaction of our customers and employees. Although EndeavourUK do not currently employ a formal ISO 9001 quality system, we are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving our performance.

We have the following system and procedures in place to support us in our aim in delivering total customer satisfaction and ensuring continuous improvement throughout the company:

1. Trainee feedback forms which are completed at the end of every training course.
2. A customer complaints procedure.
3. Regular review of pass rate results test results for every course we deliver.
4. All processes are recorded and version controlled.
5. Regular audits of live training sessions.
6. Regular audits of training material and internal processes.
7. Management reviews of all feedback forms, any complaints received and audits results to identify and action any areas of improvement.

Our internal policies and processes are reviews regular and any changes made are version controlled to ensure consistency and quality standards. All our procedures are recorded within a Quality Manual which is made available to our employees. All the company's policies are also available to view on the company's website.

The trainers we use at EndeavourUK are thoroughly checked to ensure they have the necessary experience and qualifications to equip them to teach to the standard required of our courses. Regular spot checks of various training sessions are also carried out by the management team at EndeavourUK and Highfield (our endorsement body) to ensure the training standards are maintained at all times.

Whilst it is recognised that the Managing Director has ultimate responsibility for Quality, all employees and training staff have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole company.

Mr Christopher Lucas-Jones  
Managing Director  
Endeavour (UK) Limited

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