



Quality Policy

Johnson Training Ltd (the 'Organisation') aims to provide excellent quality training to its customers on time and within budget.

The management is committed to:

1. Develop and improve the quality of our products and services
2. Continually improve the content and delivery of our products and services
3. Meeting and exceeding our customer expectations
4. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Ensure the availability of resources

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff.

Name:	James Johnson
Position:	Managing Director
Signature:	
Date:	30 10 2018

Review date	Reviewed by:	Comments	Version
30 10 2018	JJ	No changes required	2
30 10 2019	JJ	No changes required	2
29 10 2020	JJ	No changes required	2
30/10/2021	JJ	No Change required	2
30/10/2022	JJ	No Change required	2
30/10/2023	JJ	No Change required	2
29/08/2024	MJ	Minor amendments made to wording	3

The next policy review date is 01 09 2025			
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