



Continuous Improvement and Sharing Good Practice Policy

Updated: November 2015

Next revision date: November 2016

1. Objectives

- 1.1. To enable all staff of Develop to develop the company through continuous improvement by providing:-
 - a. Up to date procedures to enable all programmes to be managed effectively.
 - b. Shared examples of good practice between programmes to develop provision.
 - c. A quality assurance policy
 - d. A quality audit of all programmes with helpful feedback to enable implementation of areas of development.
 - e. The facilities to carry out research and disseminate good practice wherever it is seen.
 - f. The facilities to pilot programmes which may have potential but may initially be short of funding.

2. Scope

- 2.1. To cover all activities carried out by Develop.

3. Key Principles

- 3.1. All of the above must be implemented by Develop to support the company's continuous improvement, including identifying and implementing improvements.
- 3.2. Develop will continue to focus on performance improvement through cascading company objectives to individuals in line with team plans derived from the business plan to improve evaluation of performance at all levels.
- 3.3. Good ideas will be identified and shared across the company.
- 3.4. Good practice will be validated by:
 - a. Management Group
 - b. CEO

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- c. Awarding and validating bodies
- 3.5. Good internal practice will be incorporated into Develop's policies and practices by the Quality Improvement Group.
- 3.6. ICT systems will be used to disseminate good practice transfer through policies and documents shared on the intranet.
- 3.7. The transfer of good practice will be monitored by the:
 - a. Inclusion of good practice in team meetings
 - b. Quality Improvement Group
 - c. CEO
 - d. Awarding and validating bodies
- 3.8. The impact of good practice transfer will be measured by :
 - a. Raised confidence and motivation of staff
 - b. Staff satisfaction
 - c. Client satisfaction
 - d. Increase in appraisal grades

4. Staff Responsibility

- 4.1. All individuals involved with the learning programmes, e.g. staff, volunteers, employers, consultants and learners.
- 4.2. CEO has overall and final responsibility for all matters relating to the continuous improvement of Develop.
- 4.3. The day to day management of Develop's Continuous Improvement policy is delegated to the CEO who will ensure that:-
 - a. Adequate resources are made available to implement this policy.
 - b. Adequate arrangements are made to bring this policy to the notice of all staff, individuals, sub contractors and visitors.
 - c. The effectiveness of the policy and its arrangements are reviewed annually through managers' meetings or more frequently if deemed necessary.

5. Monitoring and Evaluation

- 5.1. For each programme to achieve its targets.
- 5.2. Monitoring and evaluation of company objectives at the management meetings, focusing upon performance improvement.
- 5.3. Monitoring and evaluation of company objectives through the staff appraisal system.
- 5.4. This policy is liable to full equality impact assessment annually

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6. Supporting Documents

6.1. This policy should be read in conjunction with the following policies and procedures:-

- Equality & Diversity Policy
- Health & Safety Policy
- Personnel Manual
- Quality Policy
- Staff Handbook

Policy signed by CEO: *Mark Pike* Date: 23/11/2015

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