



BIGGLESWADE TOWN COUNCIL

QUALITY POLICY

1. Purpose

The Council believes that its commitment to continuous improvement will guarantee the success of the Council by fulfilling its Strategic Objectives and the Needs and Expectations of its clients, communities and other stakeholders.

2. Scope

The Council's Policy on Quality supports the mission, vision, goals, strategic priorities and objectives contained in its Corporate Strategy. It relates to all activities and processes developed and operating for Quality Control and Management which have been underlined by the Council in a range of linked policies. It will also help ensure the Council operates in compliance with its Core Values and Best Practice.

3. Policy

The Council is committed to seek Quality in all that they do by:

- Developing and maintaining activities that are systematically planned, implemented, reviewed and evaluated.
- Increasing the Council's capacity by developing both Members and Staff and using external expertise where appropriate.
- Investing in technology and equipment which will increase efficiency.
- Working in partnership where it can add value to outcomes.
- Building successful relationships with clients and communities by ascertaining their respective needs.

It will seek recognition for its Policy by:

- Striving for excellent internal and external audit reports.
- Seeking to gain and then retain successive levels of the Local Council Awards Scheme.
- Becoming eligible to use the Power of General Competence.
- Operating through an integrated quality management system which, incorporates continual assessment and can be externally assessed if appropriate.
- Publically reporting performance.
- Undertaking Satisfaction Surveys on its services.