

Nottingham City Homes Quality Policy Statement



The Strategic Objectives of Nottingham City Homes are as follows:

<i>Deliver excellent customer focused services</i>
<i>Engage customers in influencing the shape and quality of housing services that we provide</i>
<i>Be a key partner in the delivery of safe and sustainable neighbourhoods</i>
<i>Be a key partner in the transformation of Nottingham's neighbourhoods</i>
<i>Be an excellent organisation</i>

We are committed to achieving these objectives by:

- Their embodiment in performance targets for the business;
- Through effective training and development of employees;
- By providing services that ensure the diverse range of customers' needs are met and through regular monitoring across the full range of equality strands;
- The operation of a quality management system that meets the requirements of BS EN ISO 9001:2008;
- Regular review of the effectiveness of these processes and customer satisfaction;
- Continually improving the effectiveness of the quality management system;
- Carrying out regular reviews of this policy to ensure continuing suitability.

Quality Objectives

Our quality objectives are reviewed annually to ensure they are fit for purpose and that they meet the requirements of our customers, the business and other stakeholders and regulators. The key quality objectives are reviewed regularly by the Performance Management Group and Support Services Heads Group to ensure progress is maintained.

We will communicate with employees to bring about an awareness of performance and business objectives that will in turn lead to improvements to the service generally.

This policy is published on the Intranet and forms part of the awareness training given to employees and suppliers and is publicly available upon request.

Our professional and dedicated employees are wholly committed to this aim and the realisation of our core values, having embraced our quality conscious and customer care policies.

Chris Langstaff, Chief Executive
11 October 2010