

# Quality Management Statement

January 2017

## Quality Management Statement

Internet Business School LLP was established in 2007 to provide Internet Marketing Training to business start-ups and existing business owners.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services that meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System that provides a framework for measuring and improving our performance. Our framework enables us to gain knowledge of our current strengths, as well as highlight areas for further development. We are committed to developing strategies and structures that support staff to develop their skills, knowledge and teaching delivery to students.

We have the following systems and procedures in place to support us in our aim of customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for staff
5. Regular review of internal processes
6. Management reviews internal processes, customer feedback and complaints
7. Investing In Quality (IIQ), Quality Advisor visit twice a year to ensure the Internet Business School implements and maintains systems which comply with the performance criteria set out in the IIQ Quality Statement and report on the internet Business School's performance

Our internal procedures are reviewed regularly and are held in a Quality Manual that is made available to staff.

This policy is available on the company website.

Though the Managing Director has ultimate responsibility for Quality, all members of staff have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company