

QUALITY POLICY

Arcon Housing Association is committed to the achievement of quality in all its activities.

It seeks to accomplish this by establishing a quality management system that meets the requirements of its tenants and other service users and is so designed that a process of continuous improvement is integral to it.

Arcon aims to provide affordable housing of the highest quality that is relevant to the needs of tenants. Arcon's quality systems ensure that tenants can live with pride and dignity in well maintained homes.

The Association is committed to a quality management system that complies with the requirements of the ISO 9001:2000 Standard. This system is complementary to and integrated with the Association's Best Value strategy and this reinforces the Association's aim of continually improving the effectiveness of the quality management system.

Arcon aims to identify the best way of providing the highest quality of service. The Association has designed processes and systems so as to ensure that a consistent quality of service is delivered which fulfills the Association's values and objectives. A framework has been established for establishing and reviewing quality objectives and ensuring that not only are these communicated and understood within the Association but also reviewed for continuing suitability.

Arcon sets high performance and quality of service targets for its key business processes and monitors its success in achieving these results. Information is made available to tenants and other interested parties through the Association's own publications or as part of data held in the public domain.

The Association recruits only the most appropriate staff based on competence, ability and experience. Arcon is committed to training and developing staff so that the quality of their work and the service they provide is improved. Arcon believes that a quality service can only be provided by a valued, committed competent and skilled workforce. Staff

must also be fully supported by a Board that contains the relevant expertise and experience.

Arcon consults with tenants and other service users to clearly understand their needs and seeks to meet these needs by design. The Association promotes involvement by tenants in identifying improvements in the service provided by the Association and advising on future developments and requirements.

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Chairman
Approved by the Board on 18th June 2003