



Quality Assurance Policy

Northern Arts Factory was established in 2017 and currently has two permanent staff who are also Directors and a number of freelance staff who deliver our classes

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Assurance system which provides a framework for measuring and improving our performance.

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

1. Regular gathering and monitoring of customer feedback
2. Customer complaints procedure
3. Induction for all staff in code of conduct
4. Training and development for all staff.
5. Observations and feedback (Twice annually)
6. Management reviews customer feedback and complaints

Though the Directors have ultimate responsibility for quality all employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company.

This policy is available on our website.