

Quality as Standard

This is the Quality Policy Statement of GEN2 Engineering and Technology Training Ltd.

Gen2 recognises that customer satisfaction can only be achieved by supplying a service that totally meets or exceeds our customers' requirements and expectations. To achieve this successfully Gen2 processes are underpinned by robust and appropriate systems and procedures to meet our ambition of 'right first time' service delivery for all our stakeholders, employers and customers.

The Gen2 Senior Leadership Team is totally committed to training and development within Cumbria and recognises that its employees represent the Company's greatest asset. Gen2 will ensure that all members of staff and subcontractors are equipped with the knowledge, skills and experience to perform their duties efficiently and effectively.

By agreeing specific requirements with each employer, we will ensure that through collaboration with all stakeholders including employers and learners that we understand their specific requirements and we will always strive to achieve high levels of customer satisfaction.

As part of our continual improvement process, we will review and improve our provision by proactively seeking feedback and analysing data to make quality improvements.

Gen2 staff are required to work in total compliance with the requirements of its Integrated Management System (IMS), which is in line with ISO 9001:2015; ISO 14001:2015 and ISO 45001. Consequently, Gen2 is fully committed to operating the organisation

under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015; planned and developed jointly with its other management functions. Gen2 is fully committed to operating continuously to these standards and will maintain the necessary Quality Approvals consistent with our customer and contractual requirements.

In adhering to their respective roles and responsibilities all Gen2 staff are required to fully participate in striving for excellence across all functions of the business, using continual improvement as the driving force. Gen2 has no hesitation in affirming that continuous improvement is a fundamental business imperative.

Gen2 is fully committed to a robust, analytical, self-assessment process and to maintaining effective communications with stakeholders and partners to ensure that a culture of continuous improvement is both achieved and maintained.



Harry Stevens
Managing Director