

Aspire Sales Force Development Ltd

Quality Objectives Document Number: QMS3. Version: 1

The achievement of these quality objectives is crucial to our on-going success. Aspire Sales Force Development has identified the following objectives as key focus areas to retain the highest possible standard of customer care and support that will exceed clients expectations.

Our established quality objectives will be reviewed at least annually.

Our quality objectives are:

- ^A To maintain a minimum aggregate grade of 3.5 from course evaluations. The grading model used for course evaluation follows the KIRKPATRICK model, with a grading scale of 1 – 5, with 1 being poor and 5 being excellent.
- ^A To be recognized by our clients as providing a cost effective, high quality, proven, practical and powerful portfolio. This would follow completion of course evaluations (if applicable) &/ or ‘Client follow up meeting’ within 3 months of project completion. The goal of this would be to establish what impact the ASFD activity has had on the clients business.
- ^A Install a need for continual improvement in everything we do. This will be monitored & achieved through quarterly Management review meetings & ‘Client follow up meetings’. Following these reviews appropriate changes will be made & implemented. These changes will be communicated through updates via email and telephone where required to all ASFD team members.
- ^A Ensure all employees, partners and associates are committed to delivering the highest possible level of customer care and support across all areas of our business. During induction all new ASFD team members will read, agree, fully understand, and comply with these objectives and the ASFD Quality Policy. This will be reviewed at least annually.

These objectives will be monitored and measured throughout our implementation and continual certification in ISO 9001-2015 and through regular use of the systems implemented. ASPIRE SFD will review this statement at least annually.

ASPIRE SFD Quality Objectives covers the UK based offices in Chippenham, Wiltshire and all business activities across different locations.

Signed & Approved by Managing Director:
Date: 19th April 2017

