

## Quality Assurance Policy

WSUP is committed to managing the quality of services and activities we provide to our partners, funders and clients. We manage quality to ensure that we fulfil the requirements of our agreements and commitments with skill, care and diligence. This applies both to what we do and how we do it.

To achieve our policy we will:

- Ensure that the scope, time, budget and quality standards for our services and activities are documented in advance and clearly communicated to stakeholders
- Allocate appropriately skilled and trained resources to our work
- Monitor and report progress regularly
- Identify, quantify and agree change in good time
- Implement a structured process of review by appropriately qualified people to assure the quality and completeness of our actions, reports and documents
- Seek and act on feedback on our performance

Responsibility for adherence to this policy is delegated by the WSUP Board to the CEO of WSUP.

The policy will be reviewed and revised as necessary at regular intervals (at least every five years or after a related incident) in consultation with the Risk Committee of Board.

This policy was approved by the WSUP Board of Directors on 11<sup>th</sup> November 2021