

# Quality Policy

## Derbyshire County Council Commissioning, Communities and Policy Department Trading Standards Division

### Policy Statement

To evaluate and meet the requirements of stakeholders by providing a quality assured service in accordance with both statutory and regulatory requirements and recognised best practice. The service will undertake appropriate quality improvement techniques to ensure a more efficient, effective and continuously improving Trading Standards Service.

### Strategy

#### *Aims*

- To promote throughout the service a quality culture, encouraging input from all personnel in the development of service provision. As part of this process the Senior Managers will be pro-active and act as focal points for all quality and quality improvement related issues.
- To adopt a risk-based approach in the development and review of current and future areas of service delivery.
- To assess the requirements of our stakeholders through consultation exercises and monitoring levels of satisfaction with the services provided. The results of these exercises will be made publicly available and form part of the quality improvement process.
- To utilise the skills and experience of all officers in conjunction with appropriate monitoring and analysis techniques to drive continual improvement of the service provision. The results of these exercises shall identify as a minimum the actions to be taken, responsible persons and a time scale for completion.
- To complement existing in-house quality improvement activities the service aims to implement a series of broader quality improvement measures and participate in any departmental, corporate, regional and national activities as appropriate.

- To maintain and develop our existing software package in conjunction with the suppliers.
- To consult with system users in order to maximise its potential to control the documented quality system, record and track any appropriate quality improvement initiatives.
- To seek and maintain accreditation for its services to recognised national and international standards.
- To examine and implement as appropriate ICT solutions to improved service delivery.