

## Reality Adventure Works in Scotland Ltd.

### QUALITY ASSURANCE POLICY

#### 1. Policy

- 1.1 Reality Adventure Works In Scotland Ltd. (Reality) will place quality at the heart and outworking of all areas of its governance and operations.
- 1.2 This quality is expressed in its Aims and Purposes, in the statement of its values, its policies and procedures and demonstrated throughout the range of relationships engendered throughout its operations. This quality is reviewed annually by the Project Manager reporting to the Board after the summer programme of activities.
- 1.3 This quality is an excellence achieved by:
  - i) meeting requirements and achieving a positive result, thus
  - ii) gaining user satisfaction of the value derived from the individual and sum total of Reality's operations
- 1.4 This quality is the intrinsic quality of all functions of Reality and the responsibility of everyone engaged in the business of Reality.

#### 2. Procedures

- 2.1 This quality is a continuous chain of processes of achievement, sustaining and improvement. It commences with the Board of Reality expressing its firm commitment to quality in its policies, then develops through:
  - a) establishing user needs and expectations
  - b) developing and maintaining a management system that will enable achievement of user needs and expectations – reliably, repeatedly and economically
  - c) designing services with features which reflect user needs
  - d) developing a range of services so as to reproduce faithfully the design
  - e) verifying before delivery that services possess the features required
  - f) preventing the supply of services which possess features which dissatisfy users
  - g) discovering and eliminating undesirable features in services
  - h) making operations more efficient and effective
  - i) discovering what will delight users, and providing it
  - j) most importantly, honouring commitments

- 2.2 These procedures are subject to regulation and verification by the Office of Charity Regulation in Scotland (OSCR), the Institute of Fundraising, the Care Commission, the Inland Revenue, Health and Safety Executive and the Approved Service Providers lists of appropriate statutory bodies.
- 2.3 These procedures are demonstrated through :
- a) evaluated at regular Board meetings
  - b) evaluated at weekly staff meetings
  - c) the regular communication with volunteers
  - d) the regular communication with business suppliers
  - e) the publicity and advertising channels (including Annual Report and Review)
  - f) the regular communication with users and funders
  - g) evaluation at training sessions
  - h) assessment of regular formal and informal meetings of camp members and young people
  - i) the end of activity events written evaluation by team leaders, participants and social workers.
- 2.4 The gathering of this data and the judgment of results is the responsibility of the Project Manager for the Board.