



## **Quality Management System**

### **Quality Policy Statement**

“The Institute of Fire Safety Managers (IFSM) is committed to consistently satisfying expectations by providing membership services and information of the highest quality in terms of safety, reliability, accuracy, timeliness and professionalism”.

This policy document outlines the IFSM Quality Management System and is specifically provided for use by the Institute’s members and its main objective is to provide an understanding of the way the Institute is run.

This policy and procedure document is enacted under the By-Laws of the Institute.

### **Quality Management System**

The international definition of a Quality Management System, contained in ISO9000: 2005, is “co-ordinated activities to direct and control an organisation with regard to the degree to which a set of inherent characteristics fulfils the requirements”.

The Quality Management System is the logical and organised combination of everything (procedure, processes, policies) we do every day to fulfil our Quality Policy Statement.

### **Quality Activities**

Templates and electronic solutions to business issues are used to ensure standard outcomes and provide cost-effective results to our members.

Reviews of management procedures are carried out on an ad-hoc basis using member feedback to improve and refine our delivery mechanisms.

## **Objectives of the Quality Management System**

To help the Institute improve its services by: -

1. Identifying, developing and implementing efficient management systems geared to the individual activity, wherever practical.
2. Ensuring effective team working.
3. Audit and review of the Quality Management System to identify excellence, problems and areas of improvement.

To promote member satisfaction by: -

1. Ensuring member's needs are identified, understood and satisfied.
2. Ensuring service requirements are identified, understood, agreed by all and documented.
3. Meeting the statutory regulatory requirements of the United Kingdom and other countries within which the Institute operates.

To provide a good working environment and culture for members by: -

1. Promoting a culture of honesty, good timely communication and assistance to each other.
2. Providing brief, user friendly and easily accessible procedures and processes that reflect the user's preferred method of working, wherever practicable.
3. Ensuring that recognition is given to deserving members.