



UK Gasket & Sealing Association: Quality Management Principles, Policy & Arrangements

Introduction

The following is a summary of the UK Gasket & Sealing Association's philosophy, policy and guiding principles for Member service quality management.

The UK Gasket & Sealing Association's success is reliant upon repeat business and referrals. The UK Gasket & Sealing Association is therefore committed to managing the quality of its services with the aim of satisfying every Member.

The UK Gasket & Sealing Association's profitability is protected and enhanced through efficient processes of working. The UK Gasket & Sealing Association is therefore committed to the continuous improvement of its work processes for the avoidance of errors or inefficiencies.

The long term future of the UK Gasket & Sealing Association is dependent on it identifying and responding to changing Member needs. The UK Gasket & Sealing Association recognises that the systematic assessment of information from Members forms an important part of its business planning.

Member Service Quality Policy

It is our Policy to:

- Make clear agreements with Members, identifying/specifying services to be provided and items to be delivered;
- Undertake work only that the UK Gasket & Sealing Association is competent to do;
- Plan the process for delivering a Member's expected service and monitor progress against plan;
- Make proactive use of Member feedback;
- Consult with sub-contracted service providers;
- Ensure all sub-contracted service providers are competent to make their required contribution to Member service;
- Engage only sub-contracted service providers that have demonstrable requisite competence;
- Communicate our Policy, together with its associated arrangements and responsibilities, to all sub-contracted service providers;



- Review and revise this policy annually.

Responsibilities

Overall and final responsibility for Member service quality management is that of Sharon Kendal, Secretariat.

Responsibility for the review and revision of this policy is that of the Executive Committee.

Member service projects specific responsibilities will/may be designated on a project by project basis.

All sub-contracted services are required to adhere to the Policy – working with regard both to the principles described and the arrangements specified.

Arrangements

1. Project Process

We will strive to work to PRINCE2 (**PR**ojects **IN** **C**ontrolled **E**nvironments) methodology which is a structured method for project management. This standard is used extensively by UK government and is widely used and recognised in the public sector.

Project Initiation

At the start of any programme of work, we ensure that both the UK Gasket & Sealing Association and sub-contracted service provider are clear on expectations; scope of activities to be undertaken; the project deliverables; timescales; and costs.

Monitoring, Review & Pre-Delivery/Final Review

During the course of a project, we undertake a peer review of work to ensure it falls within the scope of work and will meet expectations.

Feedback

When a programme of work has reached its conclusion and has been approved or signed off, we undertake a Lessons Learned of our work.

The response to any member feedback is shared with the Executive Committee and used to improve our work practices and services.

2. Communications

The website is an online tool that is used to communicate the Association's guiding principles to Members, suppliers and sub-contracted service providers.

3. Competence and CPD



The Secretariat of the UK Gasket & Sealing Association is encouraged to take up membership of relevant professional bodies who have professional standards to which its members must abide.

The Secretariat is encouraged to invest in continuing professional development (CPD).

Personnel are allocated to projects based on their technical skills, experience and resource availability.

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