

Quality Objectives

Quality Objectives:

- We will maintain a Quality Management System to meet the requirements of the ISO 9001: 2015 standard.
- Maintain high training standards by having at least two people qualified to deliver every training course.
- We will improve customer experience by investing in the facilities to provide excellent customer service.
- Review courses provided, and if gaps are identified look to develop a new course, to the range offered.

The management team will, after every audit, review the performance of the management system and our quality objectives. The quality policy and objectives will be communicated to all employees.


In line with our values, Outreach Rescue management will encourage all members of the team to:-

- Act with integrity
- Be innovative
- Engage with others
- Strive for excellence

Monitoring and Feedback

We will monitor all feedback we receive in relation to the issues affected by the policy and will amend the policy as necessary. The policy will be updated with any amendments to the new or existing legislation, regulatory information and industry standards.

To meet this commitment the company complies with all appropriate legislation operating a Quality Management System to the Standard BS EN ISO 9001:2015, The Health and Safety at Work Act (1974), BS 8454, and all relevant British/and/or international standards, legislation, regulation and best practice.

Authored	Josh Spall 
Date	May 2026

Signed	Sally Love
Date	