

Continuous Improvement

Purpose

GoodStart Training College encourages continuous improvement of the quality management system, policies, procedures and processes based on objective measurement in order to enhance its organisational effectiveness and efficiency, as well as to improve the satisfaction of clients.

GoodStart Training College views this process of continuous improvement as an opportunity to involve all staff at all levels and provide staff with an ownership of the activity, whether it be at an operational, supervisory or managerial level.

Scope

This procedure will apply to all GoodStart Training College staff.

To achieve continuous improvement, planning and procedures are in place to measure and monitor the satisfaction of employees, clients and activities to assure conformity to standards to better meet client needs and create a benchmark of quality services.

The use and development of process improvement strategies involves the outcome of management reviews, internal and external monitoring, auditing, self-assessment and performance measurement in the areas of client and employee service and satisfaction, and the productivity of education, training and assessment services.

The Internal Review policy and Continuous Improvement Cycle for business systems is used to identify potential areas for continuous improvement and change and diagnosing current performance in GoodStart Training College's quality management system.

A Quality Audit Schedule Form and Opportunity for Improvement Report Form are used to record data and information collected from the organisation's internal monitoring, review, audit, and assessment processes.

Procedure

Continuous Improvement Cycle

GoodStart Training College oversees a number of review and client feedback activities with the aim of improving the effectiveness of the College's quality management system. Improvement opportunities arise from the following activities:

- Audits (internal and external)
- Internal reviews
- Client and industry satisfaction surveys – including the AQTF Quality Indicator requirements
- Trends identified through feedback forms
- Management review procedure documentation

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