Quality Manual

Part A – Overview

Section | Title
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QM1 | Contents of Part A, Part B and Part C.
QM2 | Quality Policy Statement
QM3 | Organisation – Description and Scope
QM4 | Organisational Chart
QM5 | Organisational Responsibilities
QM6 | Structure and Summary of the Quality System

Part B - Operating Procedures

OP1 | Document Control
OP2 | Engagement of personnel
OP3 | Management of Client Assessments and Reviews
OP4 | Management of Therapists
OP4a | Management of Group Leaders
OP5 | Management of Volunteers
OP6 | Monitoring and Measurement of Performance
OP7 | Management Review
OP8 | Office / Finance Procedures
OP9 | Internal Audit Control
OP10 | Education and Training

Part C – Governing & Policy Documents

1. Mission & Vision
2. Values
3. Beliefs / Philosophy
4. Memorandum of Association
5. Articles of Association
6. Policies & Procedures
7. Job and Role Descriptions