



Part A - Quality Manual

Section QM1

Issue 3

Contents of Part A and Part B

| Section | Title |
|---------|---|
| 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

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|-------------|---|
| 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**