

Quality Manual

Part A – Overview

Issue 4

| 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
7. Job and Role Descriptions