Gladstone Software is a company which provide Leisure Management Solutions to the Health & Fitness Industry.

The scope of our registration for the QMS is **“Provide Leisure Management Software to Leisure Centres, in both Private & Public sectors and Universities which enable them to run their membership & bookings operations”.**

We, the employees of Gladstone Software, are committed to consistently provide products and services that meet or exceed the requirements and expectations of our customers. Only by providing an outstanding quality of product and service will we achieve our aims of long-term success and sustained improvement. We aim to attain this through our quality management system (QMS) that complies with the international standard ISO 9001:2015.

The QMS provides a framework for setting and monitoring quality objectives. These objectives, which are set at management review meetings, are devised to enable us to address areas where improvement is possible. At these meetings we also ensure that this policy, the QMS and the quality objectives remain compatible with the strategic direction, the purpose and the context of the organisation.

We also commit to continually improve our QMS by reviewing it regularly and monitoring its effectiveness. This will enable us to improve our operations so that we meet the requirements of our customers, as well as our legal, regulatory and any other applicable requirements.

All personnel within the company are responsible for the quality of their work. Gladstone Software provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers’ expectations, we recognise that we may not always achieve our own standards. If this happens, we are committed to investigating the problem and will do our best to rectify the situation and to learn from it.

Gladstone Software’s Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

This policy is communicated, understood and applied by all the employees, and is made available to the relevant interested parties as appropriate.



Claire Rollins

Managing Director

Effective date: 23rd November 2020

(This policy is reviewed at least annually at a Senior Management Team meetings)

## Revision History

Following is the list of revisions made to this policy

|  |  |  |  |
| --- | --- | --- | --- |
| Section & Details | Author | Date Changed | Version Number |
| Initial Version | Lynne Reeves | 31/05/2018 | 1.0 |
| Signatory updated | Lynne Reeves | 23/11/2020 | 1.1 |
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