

Quality Policy

Manchester Business Consortium Ltd. is unreservedly committed to Quality. The objective for all company personnel is to perform their duties in accordance with our standards and those of our customers.

In order to meet this objective we have designed our own approach to a CONTINUOUS IMPROVEMENT PROGRAMME. This initiative applies to all aspects of our organisation and everyone within it.

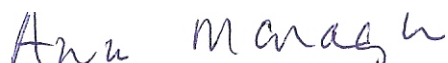
The Directors are responsible and accountable for the establishment and maintenance of operating practices with comply with Quality Standards. The Directors also provide support and guidance to the Business Advisors in meeting and maintaining standards and, in addition, identify and disseminate best working practices. We believe that a shared understanding of quality measures is necessary to our success and we fully encourage staff participation at all levels.

Our staff accept that the development of Quality is an ongoing process which must be sustained if we are to maintain our leading position in the market place. The CONTINUOUS IMPROVEMENT PROGRAMME therefore assists both individuals and the company as a whole to operate efficiently and effectively.

It is our aim to be recognised as having attained the highest levels of excellence across all of our activities.

Signed

Date 6th May 2006



Ann Monaghan

Agency Director

CONTINUOUS DEVELOPMENT

Policy

Introduction

Manchester Business Consortium recognises that the ability of the Company to deliver its' business plan, to the high standards set by our Management and the enforcing bodies, is closely linked to the quality of its' employee development and training provision. The Company is committed to developing and training all employees for their own development and to enable them to make their contribution towards achieving the Company Business Plans.

1. Responsibility.

Responsibility for overall Human Resources Developments Strategy is exercised through the Human Resources Manager and the practical implementation of this strategy is carried out by the Line Managers.

Managers are responsible for regularly agreeing development and training targets with their staff through the Annual Performance and Goal Setting Review in conjunction with the Human Resources Manager. Managers will provide the Human Resources Manager with the information on training and development issues and activities to enable training to be endorsed and facilitated as quickly as possible.

In addition, employees have the duty to identify and meet their own job related development needs through agreeing and actioning their individual development plans.

2. Resources

Manchester Business Consortium recognises that resources need to be dedicated to Human Resource Development on a continuing basis. The Company aims to invest a percentage of turnover in the development and training of its' employees. Development budgets are held by the Human Resources Manager and are reviewed at half year in the context of any changes in business objectives.

3. Training Plan

Manchester Business Consortium appreciates the need for a written but flexible Company-wide training plan which sets out broad training and development goals and targets drawn from the business plan with which it dovetails. The preparation of the annual training and development plan after the yearly appraisal process is the responsibility of the Human Resources Manager.

To ensure this plan remains flexible and is able to meet local business needs, it is broken down into departmental training plans. These may include additional goals and targets necessary to meet the departmental business plan together with individual development elements. The departmental plan preparation is the responsibility of the Department Manager in conjunction with the Human Resources Manager.

All training plans are drawn together from the business plan following the training needs analysis taken from the Annual Performance Appraisal.

4. Continuous Development

Manchester Business Consortium acknowledges that employees' skills should be developed continuously throughout their employment.

Each member of staff will have a Personal Portfolio to record their continuous development activities in the company. This will serve as a log of their learning in the company and includes such information as Job Description, Individual Development Plan, information from development activities together with other business focused information.

5. Evaluation of Training

Manchester Business Consortium recognises the importance of evaluating the investment in training and development against business objectives so as to assess achievement and improve future effectiveness.

This will be addressed at regular reviews at all management meetings and will evaluate improvement in business performance resulting from training and development. All managers are responsible for reviewing with their staff the use of new skills acquired against business goals and targets. At an individual level, employees will evaluate their own progress towards meeting their training and development goals and targets through recording evidence of achievement in their Personal Portfolios

7. Requirements of Continuous Development Policy

The training and development needs of the Company will be regularly reviewed and a systematic approach to meeting these needs will be developed, commencing at recruitment and throughout employment which would specifically include the following:

- Induction training for all new employees of the Company.
- Job training and further education for new employees in order to enable them to retain the required standards of job performance.
- Re-training and further education for existing employees as necessary in order to ensure they maintain and improve Company standards of job performance.
- Training and/or further education of those employees considered to have career development potential in order to prepare them for wider responsibilities and future duties.
- Training to meet all statutory requirements, such as Health & Safety at Work Act (1974) and all others laid down by appropriate enforcing bodies.

Summary

Manchester Business Consortium will encourage its' management to develop all employees and will provide resources to meet identified training and development needs where these support the company objectives and personal development needs of its' employees.

For further information on Continuous Development refer to your Line Manager or Human Resources Manager