



## Quality Policy

Quality is a fundamental element of Learners & Winners' business and workday. Such principles influence every aspect of our operations, ensuring that we offer training and management consulting services to the very highest standards. They are essential for the achievement of our vision to be a global leader in providing winning solutions. This requires everybody to be engaged, understand their responsibility and be accountable for their activities, as well as be empowered to act to fully satisfy our customers, safeguard our reputation and contribute to the development of the organisation.

Our quality management system policy is primarily focussed on customers. our quality policy is defined and strongly driven by the following principles and behaviours:

- We comply with relevant laws, regulations and internal requirements as well as with the ISO 9001 as the international standard on quality management;
- We foster a quality mind-set through management's commitment, engagement, and effective communication;
- We maintain and improve our quality management system through the active collaboration of all staff and relevant interested parties;
- We standardize and maximize processes' efficiency through internal awareness, operating procedures and instructions (where needed) and management review;
- We actively size, identify, manage and monitor risk as the effect of uncertainty on our objectives and rely also on our internal resilience policy and practices to deliver quality even when the context is challenging;
- We work closely with our suppliers to ensure they understand our needs, they are proficient in what they do and they comply with our quality standards;
- We work closely with our customers to ensure they reach their goals and their needs are met by our services;
- We complete and deliver our services on time, within budgets and to our customers' requirements and satisfaction;
- We implement corrective actions where & when necessary.

This policy is communicated through our website to clients and staff inductions.

This policy is reviewed on a periodical basis for continuing suitability and effectiveness.

**Gouri Ghosh**  
Director – Administration

**Indibar Ghosh**  
Co-Founder & Chief Executive