

SK4L: QUALITY OBJECTIVES POLICY

1. Policy Statement

Our objective is to deliver market-leading first aid educational frameworks alongside reliable physical safety products. Operating under ISO 9001 quality management principles, our business balances regulatory requirements from UK awarding organizations (Ofqual, HSE) with consumer retail excellence.

2. Key Quality Target Frameworks

- **Training Metrics:** Maintaining high student pass rates, positive feedback, and strict adherence to Ofqual regulatory compliance.
- **Product Excellence:** Setting explicit quality targets for physical product accuracy, checking for defective components (e.g., in bandages or AED accessories).
- **Instructor Competency:** Outlines continuous professional development (CPD) and regular quality assurance monitoring for all training personnel.
- **Fulfillment Speeds:** Enforcing swift delivery timelines for physical retail items dispatched to the general public.