Quality Policy

Title: Quality Policy

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Document control

1. **Superseded documents**:
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2. **Changes made**

   Document approver changed to Heidi Fraser-Krauss and sensitivity label updated. No change to content.

3. **Changes forecast**
   none

Public

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1. Introduction

As a member organisation, delivering digital solutions for UK education and research, Jisc is committed to providing excellent service to our members and customers. Our quality policy outlines our commitment to member/customer satisfaction, continually improving our products and services, and ensuring our processes are fit for purpose.
Customers can also be internal to the organisation (interested parties).

This policy is reviewed at least annually by senior management to ensure it remains aligned with Jisc's strategic direction and that it continues to meet the needs of the organisation.

2. Scope

The scope of this policy covers the entire Jisc group of companies and all employees. However the ISO 9001 certification scope is smaller. Details of Jisc's ISO 9001 certification (including scope, time period and awarding body) can be viewed on the Jisc **website**.

The policy is made available on the Jisc website.

3. Commitment to Quality and responsibilities

The Jisc senior management team is committed to implementing, operating and driving the continual improvement of the Quality Management System (QMS) in accordance with ISO 9001:2015.

The senior management team take accountability for the effectiveness of the QMS and ensuring it achieves its intended results.

The responsibility for ensuring that the QMS conforms to the requirements of ISO 9001:2015, and the management of any associated activities (such as reporting on the performance of the QMS), has been delegated to the Head of quality.

Process owners are responsible for ensuring that their processes meet the needs of their interested parties, are effective and achieve the planned outputs. They are to ensure any problems are resolved and the root cause understood, and that action is taken to mitigate the problem recurring.

Everyone is responsible for adopting and promoting a member focused approach within their activities. Measurable objectives are therefore set throughout the organisation to ensure everyone is able to monitor and improve their performance in tasks they undertake in alignment with Jisc's strategic direction (see section 4).

Through our complaints process (QS-GEN-007) we are able to address any external instances of dissatisfaction and identify opportunities for improvement to our processes and the member experience.

Opportunities for improvement, to the QMS or associated processes, and the member experience, will be addressed in alignment with the Improvement Group and the Insight team.

4. Strategy and Quality objectives

Activities throughout the organisation align and contribute to Jisc's strategic direction. Jisc aims to improve lives through the digital transformation of education, research and innovation. Jisc's strategy to achieve this is to focus on the following areas:

- **Delivering the right solutions**
  Enabling digital transformation by providing solutions to our customers through our portfolio of products and services. Striking the right balance between in house delivery and working with partners to respond in the best way to our customer needs.

  1. We will focus on the needs of HE, FE, Skills and Research, by prioritising our investment and the development of products and services on the needs of our members, their staff and students

  2. We will deliver a targeted range of managed services. Primarily we will partner, not build ourselves, to increase our agility and that of our customers.

3. Our products and services will be delivered at pace, at scale and to a defined standard. We will professionalise our portfolio management to ensure our ongoing financial sustainability.

- **Empowering communities**
Our strength comes from our customers, sectors and communities. As a sector leader we bring insight and inspiration, and work with these communities to innovate and imagine new solutions.

   4. We will use our insight, gathered through data, analytics and customer feedback to offer advice, guidance and inspiration to our customers and sectors.

   5. We will proactively scan the horizon, to inform and co-design innovative solutions with our customers and trusted partners. We will imagine new possibilities.

   6. We will champion our role as a convener of customers and communities around our core strengths.

- **Be a force for good**
As a driver for change, we are focussed on our commercial and financial sustainability but are always aware of our place in and impact on the world.

   7. Sustainability is an organisational imperative. We always work to minimise the harm we do to our environment, and we support our customers to do the same.

   8. We operate in the international community for the benefit of our customers, always striving to make a positive global impact.

   9. Our people are our key asset and we will embed our one Jisc culture through an engaged, skilled, well led, diverse and inclusive workforce.

Priorities and measurable targets are set across the organisation in order to achieve this strategy.

Individuals have personal goals set within the performance management process which aim to align with our strategy and targets.

Details of Jisc's strategy is available to staff on the Jisc intranet. Strategic reporting is used to track and evaluate progress. Reports are made available for review by senior management.

Jisc will strive to deliver and monitor quality to our members and customers through objectives which have also been highlighted as **quality objectives** across the organisation. These are reviewed by Jisc's quality and information security management board at least annually.