

Quality: supporting groups

Includes free copy of *Performance Improvement: a handbook for mentors*



Successful quality systems help your groups to ensure that they consistently provide high quality services, and can help to measure how far a product or service satisfies the expectations of its stakeholders.

Benefits to you

- Improve your knowledge of PQASSO, ISO 9001, Investors in People and other quality standards.
- Increase your confidence in offering advice and support to groups.

“I found this course excellent. I learned a lot and feel so much more positive about the role and purpose of quality assurance”

Course participant, Manchester

Your groups will

- discover what they are doing well and where to improve
- provide better quality services for users
- be able to demonstrate their successes.

“Excellent combination of theory and practice”

Course participant, Peterborough

Prices start from just £45!

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evaluation
services

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For more information or to book your place, please contact Peter Norgate at peter@ces-vol.org.uk or on 020 7078 9394.

www.ces-vol.org.uk/npp