

# Quality: supporting groups

15 June  
Manchester

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

*“Excellent combination of theory and practice”*

Course participant, Peterborough

Prices start from just £45!

 charities  
evaluation  
services

**national  
performance  
programme**

## 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.

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

[www.ces-vol.org.uk/npp](http://www.ces-vol.org.uk/npp)