

# LITE Ltd QUALITY ASSURANCE STRATEGY

## Definition of Quality

The achievement of high levels of satisfaction for all of our stakeholders, including learners, employers and staff.

## Quality Policy

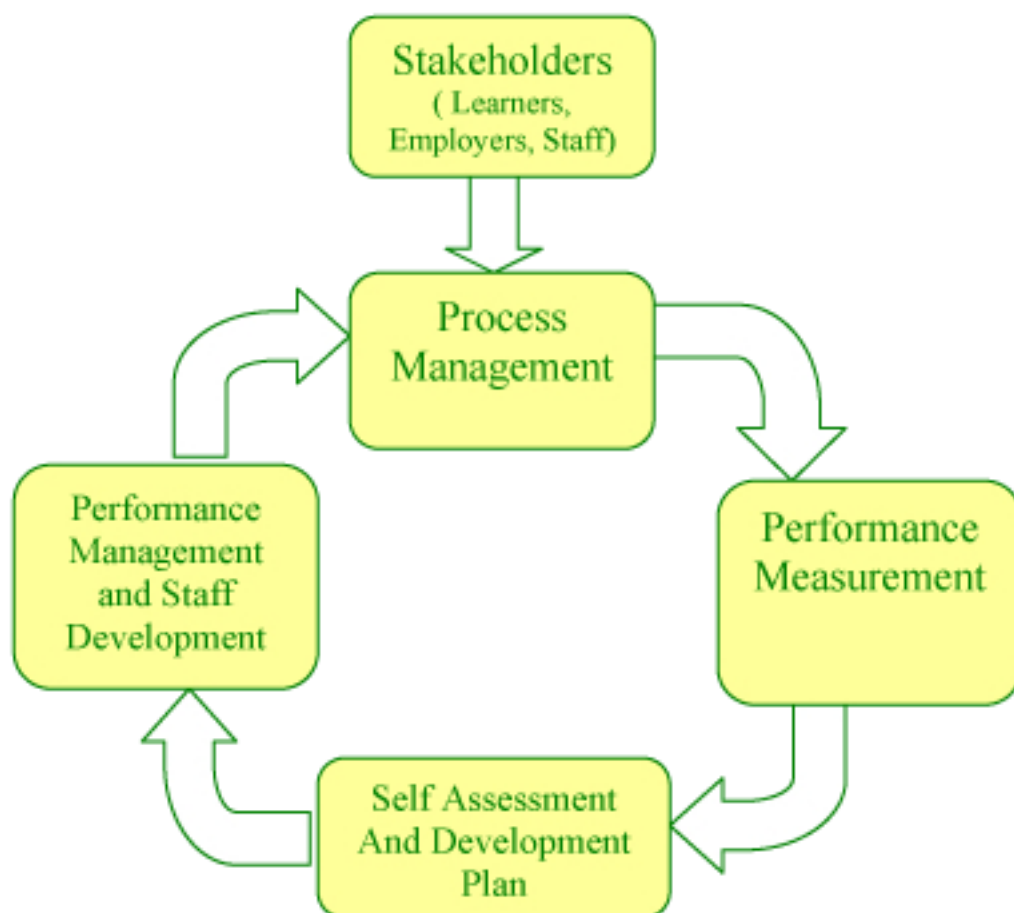
We aim to:

- ✓ Do the 'right things' to meet the needs of our learners and other stakeholders:
- ✓ Do them right
- ✓ And continuously seek 'right things' to do and better ways to do them

## Quality Assurance (QA)

Quality Assurance is putting systems in place to ensure that high standards are achieved: as little as possible is left to chance in ensuring 'right first time'

To ensure that we achieve 'high standards' we have established a model of Quality Assurance that includes five steps supported by quality management.



## QUALITY CONTROL

To achieve Quality Control, we check that systems have been followed and that Standards have been met