



NEW ALTERNATIVE PATH
YOUR STEPPING STONE TO SUCCESS

✉ office@newalternative.co.uk ☎ 07365 22517 🌐 <https://newalternative.co.uk/>

Quality Policy

At **New Alternative Path** we are committed to delivering high-quality, reliable, innovative, and customer-focused services that consistently meet or exceed the expectations of our clients and stakeholders.

Our quality management approach is based on the principles of customer satisfaction, operational excellence, accountability, and continual improvement.

To achieve this commitment, we shall:

1. **Customer Satisfaction:** Understand and meet customer needs and expectations by providing consistent, timely, and high-quality services.
2. **Compliance:** Comply with all applicable statutory, regulatory, contractual, and quality management requirements.
3. **Continual Improvement:** Continuously improve our processes, services, and Quality Management System (QMS) through regular monitoring, evaluation, and corrective actions.
4. **Employee Development:** Promote employee competence, teamwork, awareness, and professional development to support quality performance.
5. **Risk-Based Thinking:** Identify, assess, and manage risks and opportunities that may affect service quality and organisational objectives.
6. **Innovation and Excellence:** Encourage innovative solutions, efficient processes, and best practices to enhance service delivery.
7. **Performance Monitoring:** Establish measurable quality objectives and regularly evaluate performance to ensure effectiveness and continual improvement.
8. **Leadership Commitment:** Ensure management provides the necessary resources, direction, and support to maintain an effective Quality Management System.

Our Commitment

Management is committed to establishing, implementing, maintaining, and continually improving a Quality Management System aligned with the principles and applicable requirements of **ISO 9001:2015**.



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This policy shall be communicated, understood, and applied throughout the organisation and reviewed periodically to ensure its continued suitability.

Approved by: Gotse Gyorshevski- Managing Director