



SOUTH WEST GAUTENG COLLEGE
EDUCATION OF DISTINCTION

QUALITY POLICY

1. It is our policy to ensure that the highest possible standards with respect to Education Training and Development are achieved and maintained through out all the organisation's activities.
2. We strive to give our clients the best and most effective service possible which will meet and exceed their requirements, needs and expectations.
3. The operations manual details a framework for setting and reviewing objectives and assigns responsibilities for the operation of the management system.
4. We maintain and continually improve an externally certified quality management system.
5. Our QMS defines the management of the organisation's activities.
6. Our QMS is premised on the requirements of ISO 9001:2000, and ensures compliance with any relevant legislation and regulations.
7. We will use the following management principles as a framework to assist us to improve organisational performance:
 - 7.1 Customer focus
 - 7.2 Leadership
 - 7.3 Full involvement of all staff members at all levels
 - 7.4 Process approach
 - 7.5 System approach to management
 - 7.6 Continual improvement
 - 7.7 Factual approach to decision making
 - 7.8 Mutually beneficial supplier relationships
8. Senior management will ensure that this quality policy is communicated and understood by all employees and will be made available to anybody upon request.
9. This quality policy has the full backing of Senior Management and all Staff and will be monitored by the Quality Manager for continued suitability at management reviews.
10. Any enquiry relating to the college's compliance or non-compliance with this policy may be lodged with the Quality Manager at **082 579 7593** or **wandim@swgc.co.za** The college undertakes to acknowledge all non conformances within 3 days of receipt.

College Principal

01- 01-2014

Date of Issue