



Quality Policy

Shorcontrol Safety aims in establishing a system of quality to become the best safety training organization in Ireland, delivering both accredited and non-accredited courses to clients and learners to the highest professional standard. Shorcontrol Safety also strives to maintain the recognition and reputation of offering dependable, first-class equipment servicing, calibration, sales and hire by implementing a system of quality that ensures these aims are met. We achieve our assurance to quality by means of inclusion of all activities and stakeholders; operational functions, learners, employees, subcontractors and clients in the system of quality management.

Shorcontrol Safety will fulfil this quality policy by striving to achieve the following objectives:

- ❖ Effective planning and performance of operations, tasks and processes
- ❖ Consistent adherence to prioritising tasks
- ❖ Ensuring systematic monitoring and directing of processes, results and tasks
- ❖ Increasing employee, learner, client and public satisfaction
- ❖ Learners and clients are abetted in improving their competencies and knowledge in a practical way allowing transfer of skills and safe behaviours into their own workplaces and personal lives
- ❖ A culture of direct and open communication is maintained, and a healthy environment of mutual trust and respect exists between staff, tutors, learners, clients and the public at large
- ❖ All learners, clients, staff and members of the public are treated fairly and in accordance with our equality and dignity policies
- ❖ Recruitment and selection of staff and tutors which are in-line with strategic directions
- ❖ Staff, tutors, and learners are encouraged to continuously improve their competencies
- ❖ Development of well-designed courses to meet the needs of learners, clients and the community
- ❖ Course materials are maintained, up-to-date and relevant.
- ❖ By working with affiliated governing bodies, which Shorcontrol Safety has a relationship with, in developing and maintaining a quality assurance system which is congruent with their requirements, which in turn allows for Shorcontrol Safety to administer their courses and assessments
- ❖ By ensuring our technicians and staff are qualified, up-to-date and knowledgeable regarding the selling, servicing and calibration of equipment

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Gina Spillane

General Manager

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