

Aronagh's Quality Policy

Our Quality Values

Quality, for Aronagh, is a value, an attitude and a necessity. Our quality standards are embedded in our organisation's DNA and a core motivational driver for our staff and associates.

Our Commitment

Aronagh and all its brands are committed to provide products and services of the highest possible standards, to satisfy our clients' needs and expectations of quality, ethics, innovation, flexibility and service performance.

The key points of Aronagh's quality strategy to achieve this are:

- ✦ Consistently meeting or exceeding our client's expectations for product and service quality and performance,
- ✦ Timely delivery of products and services
- ✦ Continuous improvement of our culture, ways of working, processes, and systems;
- ✦ Encouraging our staff and associates to continuously develop themselves
- ✦ Clearly articulating and establishing quality criteria for every client engagement
- ✦ Ensuring that every member of staff and associate sign up to and takes responsibility to maintain Aronagh's quality standards
- ✦ Recognising that high quality takes effort, time, resources and energy - we reflect this in our fee structure and staff/associate compensation
- ✦ Being a member of professional bodies, and subscribing to the quality standards accepted throughout our profession



Our quality management approach in practice:

- ✓ We articulate, agree and establish quality criteria for every engagement with our clients
- ✓ We regularly report process against those criteria and ask for periodic client feedback
- ✓ We are up front with our clients about what we can deliver, and what we cannot deliver
- ✓ We do **not** compromise on quality by competing on cost
- ✓ We use supervision, peer reviews and various feedback mechanism to maintain and improve our quality and effectiveness
- ✓ We reduce waste and inefficiencies in our processes, systems and ways of working where ever we become aware of them
- ✓ We continuously update our products and services through ongoing research and development

Aronagh's Quality Policy

Professional Quality Standards, Aronagh embraces:

- ✓ Management Consulting, Leadership Training and Change Management – The Institute of Leadership and Management (ILM) in the UK
- ✓ Coaching and Mentoring – International Institute of Coaching (IIC), International Coach Federation (ICF), Association for Coaching (AC)
- ✓ Neuro-Linguistic Programming – Association for NLP (ANLP)
- ✓ Qi Gong – Institute of Contemporary Qi Gong
- ✓ Acupuncture – The Acupuncture Society (AcS)

Our staff and our associates are committed to adhering and upholding the quality, ethics and CPD requirements and standards set out by the above organisations.



Our 2 Year CPD Vision

Our aim is to encourage our staff and associates to deepen and expand their personal and professional development.

We will do this by

- ✦ holding knowledge, learning and innovation sharing events for Aronagh staff and its associates,
- ✦ setting aside a percentage of profits for professional development training, workshops and literature,
- ✦ sponsoring staff research into areas of interest that enhance our client services portfolio and the difference we are able to make to our clients' well-being, lives and work,
- ✦ sponsoring staff memberships for professional bodies and associations
- ✦ increasing staff access and exposure to supervision, peer reviews and learning exchanges



For further information, contact Aronagh at
T: +44 845 900 5754
E: info@aronagh.com
W: www.aronagh.com