WELDO's

QUALITY ASSURANCE POLICY

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INTRODUCTION

WELDO's systems of quality assurance and management involves introduction of standard and transparent operating procedures designed to contribute to accomplishment of goals and objectives.

Through the introduction of quality management system WELDO aims to provide the best possible services for its beneficiaries and other stakeholders like donors/partners etc.

Introduction of quality assurance system by WELDO requires commitment to better services. In turn, it will enable the organization to stand out amongst its competitive organizations.

WELDO in fulfilling its mission in a committed manner always seeks to provide best possible services to its stakeholders, and at the same time, demonstrate professionalism, transparency, and good and rational management of its resources in interaction with its donors. WELDO's aim is to provide a variety of services to its donors through effective and efficient management of its processes to ensure that agreed and desired results are achieved, and quality is assured.

The adoption of quality management system is core objective for WELDO. The design and implementation of WELDO's quality management system is influenced by:

- its organization environment, changes in that environment, and the risks associated with that environment
- its varying needs
- its particular objectives
- the services it provides
- the processes it employs
- size and organizational structure

PDCA

The methodology known as **PDCA** (Plan-Do-Check-Act) can be applied to all processes. It is an iterative four-step management method used in WELDO for the control and continuous improvement of processes and services. It is also known as the Deming circle/cycle.

It can be briefly described as follows: -

1. PLAN

Clearly identify and plan objectives and processes necessary to deliver results in accordance with the expected output (the target or goals). By establishing output expectations, the completeness and accuracy of the specification is also achieved. WELDO's mostly tests its set out objectives and goals on a small scale before proposing them.

2. DO

Implement the plan, execute the process, and deliver the service in the most cost effective way and not comprising on quality. Collect data on deliverables.

3. CHECK

Study the actual results (measured and collected in "DO" above) and compare against the expected
results (targets or goals from the "PLAN") to ascertain any differences. WELDO utilizes certain software to achieve its "Check"

4. ACT

Request corrective actions on significant differences between actual and planned results. Analyze the differences to determine their root causes. Determine where to apply changes that will include improvement of the process or service. Take actions to continually improve process performance.

These steps ensure that quality assurance is carried out, hiccups are identified, corrective measures are taken, variance between planned and implemented activities is analyzed and partners/donors are kept in the loop in all processes of the project implementation.

QUALITY MANAGEMENT SYSTEMS

- WELDO establishes, documents, implements, and maintains a quality management system and continually improves its effectiveness in accordance with the requirements of this standard

- WELDO has mechanisms which ensure its functioning in accordance with all relevant laws and regulations (knowing all the laws and regulations applicable to work of the organization; information on legal requirements and legislative changes timely and adequately communicated to all employees and other stakeholders; changes in everyday way of working are made in accordance with changes in legislative environment).

- WELDO has determined responsibilities for documentation management. 'Documentation' means anything written down or captured in some form: written procedures, policies, checklists, forms, or graphics, drawings, flowcharts, diagrams, etc. It can be in any media, hardcopy or soft, including intranet, online or internet.

- There is an organized documentation management, with centralized register of all documentation, procedure on updating, distribution of updated documents, ways of documents marking and storage places, approval of new and updated documents, assurance that relevant versions of applicable documents are available at points of use etc.

MANAGEMENT RESPONSIBILITY

- Management providing evidence of its commitment to the development and implementation of QMS through continually improving its service effectiveness

- Management is ensuring permanent development of the organization, development of its employees and volunteers, and achievement of quality goals set with its partner/donor organizations

- WELDO has mission and vision statement, which are based on needs of its stakeholders
- WELDO has strategic and operational plans, which are directly connected to mission, vision, values and projects undertaken by the organization. There is also defined procedure of development and updating strategic and operational plan
- Annual report is an important element of communication with all stakeholders and public in general. Annual report include information on achieved results (connected to goals), sources of financing, financial report and could be shared if the data in the reports is not confidential
- WELDO has organizational structure; responsibilities, authority and competences needed for each working position and needed for quality assurance management. All employees and volunteers are informed on organizational structure, and their own responsibilities and authorities
- There is organized system of internal and external communication. Management is monitoring communication and its effectiveness, and reacts timely in cases of inconsistency in relation to stakeholders' expectations

RESOURCE MANAGEMENT

- WELDO has defined procedures for engaging new employees and volunteers (announcement of vacant position, selection procedure, orientation of new personnel)
- WELDO determines the necessary competence for employees and volunteers, and where applicable, provides training and takes other actions to achieve the necessary competence Capacity building is organized in accordance with the employees' experience and/or educational level. The organization maintains appropriate records of education, training, skills and experience
- Job performance is evaluated on an annual basis. Fundamentally, the annual appraisal is designed to serve as a tool that helps supervisors increase productivity, communicate expectations, establish goals for the coming year, and report the employee's success in meeting the past year's performance expectations
- There is a defined procedure for financial management, with focus on respecting legal requirements. Annual budget (financial plan) contains information on estimated costs and incomes

- Internal controls exist, as well as procedure for monitoring of budget consumption and informing stakeholders on management of financial resources

- WELDO determines, provides and maintains the infrastructure needed to achieve conformity to service requirements, as applicable – buildings, workspace and associated utilities, process equipment (both hardware and software), and supporting services (such as transport, communication, information and security systems, firefighting systems). Maintenance of equipment (which requires regular maintenance) has appropriate records and it is in accordance with producer's instructions

- WELDO has defined procedure for protection of confidential data

PRODUCT REALIZATION

- WELDO has defined principles of work with beneficiaries, and provides equal opportunities and ensure prevention of discrimination and exclusion of some groups

- WELDO reviews beneficiary involvement across the whole organization and develops a strategy to promote and improve it. Beneficiary feedback is used to anticipate and plan future service delivery/projects

- Service provision activities are defined, including input data and resources, execution and monitoring and evaluation. Also, defined responsibilities and tasks of employees and/or volunteers in implementing and improvement of services

- WELDO adheres to Systematic Project Management and clearly defines project objectives, project staff roles and duties, partners and associate's roles, deadlines and needed resources, timeframe, monitoring and evaluation prior to the project implementation

- There is written complaints and suggestions policy and procedure

- WELDO is an active member of relevant networks, and joint working adds values to planned activities; it develops partnerships strategically. Networking activities are reviewed for their effectiveness

- Joint initiatives with other organizations are planned, mutually agreed and documented (memorandum of understanding, action plan etc)

MEASUREMENT, ANALYSIS, AND IMPROVEMENT

- WELDO designs monitoring and evaluation plans, covering all projects, programs and services; efficiency of annual plan realization and with conformity of the grant contracts
- Internal audit is conducted at planned intervals to determine whether the quality management system is effectively implemented and maintained.
- WELDO continually improves the effectiveness of the quality management system using the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and management review
- WELDO takes actions to eliminate the causes of nonconformities to prevent recurrence
- WELDO determines actions to eliminate the causes of potential nonconformities to prevent their occurrence

OVERALL PROCESS OF INTRODUCING QUALITY SYSTEM, STEP BY STEP

WELDO's overall process of introducing and maintaining quality consist of the following steps:

i) Commitment to quality to provide unparalleled services to project beneficiaries and stakeholders/donors

ii) Identifying and continually developing quality systems as WELDO matures

iii) Mapping processes for example: The quality system, Product and Service Development, Service delivery and Operations, Planning, Financial Management, Human Resource Management and Administration etc

iv) Documenting Processes

v) Training and Review

vi) External and internal auditing and controls

vii) Monitoring performance against set goals and standards

viii) Continuous Improvement

WOMEN EMPOWERMENT LITERACY & DEVELOPMENT ORGANZATION

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