Quality Policy

Title: Quality Policy
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Document control


2. Changes made
   Updated to reflect policy being made available on the Jisc website and moving quality objectives to Pentana.

3. Changes forecast
   none

Non-sensitive

This document becomes UNCONTROLLED if printed or when held in any other location other than the QMS or ISMS
1. Introduction

As a member organisation, delivering digital solutions for UK education and research, Jisc is committed to providing excellent service to our members and customers. Our quality policy outlines our commitment to member/customer satisfaction, continually improving our products and services, and ensuring our processes are fit for purpose.

Customers can also be internal to the organisation (interested parties).

This policy is reviewed at least annually by senior management to ensure it remains aligned with Jisc’s strategic direction and that it continues to meet the needs of the organisation.

2. Scope

The scope of this policy covers the entire Jisc group of companies and all employees. However the ISO 9001 certification scope is smaller. Details of Jisc’s ISO 9001 certification (including scope, time period and awarding body) can be viewed on the Jisc website.

The policy is made available on the Jisc website.

3. Commitment to Quality and responsibilities

The Jisc senior management team is committed to implementing, operating and driving the continual improvement of the Quality Management System (QMS) in accordance with ISO 9001:2015.

The senior management team take accountability for the effectiveness of the QMS and ensuring it achieves its intended results.

The responsibility for ensuring that the QMS conforms to the requirements of ISO 9001:2015, and the management of any associated activities (such as reporting on the performance of the QMS), has been delegated to the quality manager.

Process owners are responsible for ensuring that their processes meet the needs of their interested parties, are effective and achieve the planned outputs. They are to ensure any problems are resolved and the root cause understood, and that action is taken to mitigate the problem recurring.

Everyone is responsible for adopting and promoting a member focused approach within their activities. Measurable objectives are therefore set throughout the organisation to ensure everyone is able to monitor and improve their performance in tasks they undertake in alignment with Jisc’s strategic direction (see section 4).

Through our complaints process (QS-GEN-007) we are able to address any external instances of dissatisfaction and identify opportunities for improvement to our processes and the member experience.

Opportunities for improvement, to the QMS or associated processes, and the member experience, will be addressed in alignment with the Improvement Group and the Insight team.

4. Strategy and Quality objectives

Activities throughout the organisation align and contribute to Jisc’s strategic direction.

Jisc aims to enable people in higher education, further education and skills in the UK to perform at the forefront of international practice by exploiting fully the possibilities of modern digital empowerment, content and connectivity. Jisc’s strategy to achieve this is to:

1. Satisfy members - deliver a great member experience with a long-term aim of 95% satisfaction.
2. Satisfy funders - grow our funders’ confidence even further so our grants increase above inflation or, at a minimum, remain at current levels.
3. Deliver world class core services – provide the UK’s HE, FE and research communities with best-in-class e-infrastructure, content and data services.
4. Offer value-added services – develop vibrant new services that are co-designed and driven by the needs of members in HE, FE and research, and are distinct from the commercial market.
5. Inspire with thought leadership – provide thought leadership that inspires members to transform.
6. Transform Jisc – strive to be the best sector strategy agency in the world with the right people, culture and processes – and to be one that constantly transforms in order to excel.

7. Provide financial leadership – guarantee the financial wherewithal to realise our vision and achieve our strategy.

Priorities and measurable targets are set across the organisation in order to achieve this strategy. Individuals have personal goals set within the performance management process which aim to align with our strategy and targets.

Details of Jisc’s strategy is available to staff on the Jisc intranet. Strategic reporting is used to track and evaluate progress. Reports are made available for review by senior management.

Jisc will strive to deliver and monitor quality to our members and customers through objectives which have also been highlighted as quality objectives across the organisation. These are reviewed by Jisc’s quality and information security management board at least annually. The quality objectives are now managed in Pentana (QMS Objectives portal).