Quality Assurance Process

Ever-So-Lean Limited
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1. Purpose

Ever-So-Lean is committed to delivering high quality consultancy, training, coaching, and professional development services that create meaningful value for clients, delegates, learners, and organisations.

This Quality Assurance Process outlines how Ever-So-Lean maintains consistency, professionalism, continuous improvement, and high standards across all services and delivery activities.

Quality assurance is not viewed as a one off activity, but as an ongoing commitment to learning, reflection, improvement, and operational excellence.

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2. Scope

This process applies to all Ever-So-Lean services, including:

- Lean and Lean Six Sigma programmes
- Leadership development programmes
- Consultancy services
- Workshops and facilitation
- Coaching and mentoring
- Online learning and digital content

- Accredited programmes
- Client projects and bespoke delivery

The process applies to all employees, associates, contractors, facilitators, and delivery partners working on behalf of Ever-So-Lean.

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3. Quality Principles

Ever-So-Lean is committed to:

- Delivering professional, consistent, and high value services
- Designing learning and consultancy around client and learner needs
- Maintaining credibility, accuracy, and relevance
- Encouraging continuous improvement and reflective practice
- Creating engaging and respectful learning environments
- Using feedback constructively to improve delivery and experience
- Maintaining alignment with accreditation and industry standards where applicable

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4. Programme & Service Design

Ever-So-Lean ensures programmes and services are:

- Clearly structured and outcome focused
- Relevant to the intended audience and sector
- Aligned to agreed objectives and requirements
- Regularly reviewed and updated
- Designed to support practical application and sustainable improvement

Where applicable, accredited programmes are aligned to recognised professional or competency frameworks.

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5. Delivery Standards

Ever-So-Lean aims to ensure delivery is:

- Professional and well prepared
- Inclusive and respectful
- Engaging and interactive
- Technically accurate and relevant
- Adapted appropriately to delegate and client needs
- Supported by appropriate learning materials and resources

Facilitators and associates are expected to demonstrate professionalism, subject knowledge, and positive behaviours consistent with Ever-So-Lean values.

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6. Assessment & Verification

Where programmes include assessment, certification, or accreditation, Ever-So-Lean will take reasonable steps to ensure:

- Assessment criteria are clear and fair
- Learners understand expectations
- Assessment decisions are evidence based
- Appropriate verification or review processes are followed
- Records are maintained securely and accurately

Where external accreditation bodies are involved, their standards and requirements will also be followed.

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7. Feedback & Evaluation

Ever-So-Lean actively encourages feedback from:

- Clients
- Delegates
- Learners

- Associates
- Partners

Feedback may be gathered through:

- Evaluation forms
- Surveys
- Informal discussions
- Reviews and debriefs
- Project outcomes and results
- Follow up conversations

Feedback is used to identify strengths, opportunities, trends, and areas for improvement.

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8. Continuous Improvement

Continuous improvement is central to the Ever-So-Lean approach.

Quality assurance activities may include:

- Reviewing programme effectiveness
- Updating materials and content
- Reviewing learner outcomes and feedback
- Reflecting on delivery performance
- Monitoring client satisfaction
- Reviewing operational processes and systems
- Learning from complaints, issues, or observations

Improvements will be implemented where appropriate to strengthen quality, consistency, and value.

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9. Records & Documentation

Appropriate records may be maintained relating to:

- Programme delivery
- Attendance
- Assessments
- Certification
- Feedback
- Quality reviews
- Complaints and corrective actions

Records will be handled in accordance with relevant GDPR and data protection requirements.

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10. Complaints & Concerns

Concerns relating to quality, delivery, assessments, or service standards will be managed in line with the Ever-So-Lean Complaints Procedure.

Complaints are viewed as opportunities to learn and improve.

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11. Review & Monitoring

This Quality Assurance Process will be reviewed regularly to ensure it remains effective, relevant, and aligned with:

- Business objectives
- Accreditation requirements
- Industry expectations
- Client needs
- Best practice

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12. Contact Details

For questions relating to this process, please contact:

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