

# The Institute of Fire Safety Managers

*Established 1997*



## Quality Management System

**Version: 3**

<b>Summary:</b>	This document details the Institute of Fire Safety Managers (IFSM) commitment to quality management systems for its members.	
<b>Target Audience:</b>	Members, Staff and Council	
<b>Next Review Date:</b>	February 2025	
<b>Approved by:</b>	Management Team	Sept 2023
<b>Date issued:</b>	December 2019	

## **Quality Policy Statement**

“The Institute of Fire Safety Managers (IFSM) is committed to consistently satisfying expectations by providing membership services and information of the highest quality in terms of safety, reliability, accuracy, timeliness and professionalism”.

This policy document outlines the IFSM Quality Management System and is specifically provided for use by the Institute’s interested parties and its main objective is to provide an understanding of the way the Institute is run.

This policy and procedure document is enacted under the By-Laws of the Institute.

## **Quality Management System**

The international definition of a Quality Management System, contained in ISO9000: 2005, is “co-ordinated activities to direct and control an organisation with regard to the degree to which a set of inherent characteristics fulfils the requirements”.

To meet the commitments of the Quality Policy Statement the Institute maintains a Quality Management System which complies with the latest requirements of BS EN ISO 9001.

## **Management Commitment**

The Management Team is fully committed to the Quality Management System and with the support of all employees will ensure its effective running by:-

- a) Carrying out audits and attend formal reviews of management procedures at least annually to improve and refine our delivery mechanisms and ensure quality management system objectives are met.
- b) Identifying and considering external and internal issues that are relevant to the Institute’s strategic direction and ability to achieve results. Acting where necessary to address these opportunities or threats to ensure effect results and reviewing these at least annually.
- c) Identifying and considering all relevant interested parties and their effect on the Institute. Monitoring and reviewing information about these interested parties and their relevant requirements.
- d) Determining the scope of the Quality Management system by identifying the products and services offered and ensuring all processes are identified, documented, and followed.

- e) Periodically reviewing and identifying all statutory and regulatory requirements relevant to the Institute and ensuring compliance.
- f) Ensuring resources are available to meet the objectives of the Quality Management System.

### **Objectives of the Quality Management System**

To help the Institute continually improve its products and services by: -

- a) Achieving ISO 9001 certification
- b) Ensuring member's needs are identified, understood, and satisfied by issuing feedback and review requests to all customers, monitoring feedback and taking appropriate action to address any identified areas for improvements.
- c) Ensuring member satisfaction and identifying opportunities to retain and increase membership numbers.
- d) Auditing and review of the Quality Management System to identify excellence, problems, and areas of improvement.
- e) Meeting all statutory regulatory requirements of the United Kingdom and other countries within which the Institute operates.
- f) Providing a good working environment and culture for all employees.

## Version Control

### Change Record

Date	Author	Version	Page	Reason for Change
24/06/22	H Hilton	2	ALL	Changed to house style
08/09/23	H Hilton	3	ALL	Updated to meet the requirements of ISO 9001. Management commitments expanded & objectives updated. Policy No PF014 changed to 002A

### Reviewers/contributors

Name	Position	Version Reviewed & Date
HH	Business Manager	V2 – 24/06/22
HH, DW, RW	Management Team	V3 – 08/09/23
HH, DW, RW	Management Team	V3 – 05/02/24