

CONTINUOUS IMPROVEMENT POLICY

Purpose of Policy:

This policy guides how the Maldon Neighbourhood Centre assesses the organisation to ensure that we are providing the best possible quality of service to our members and participants and the most efficient and accountable management practices.

Services are provided in a constantly changing environment and we need to ensure that our organisation maintains necessary compliance with these changes.

We need to manage risks to our organisation, services, clients and staff. While this is covered in a separate policy, acting to address identified risks also forms part of the Continuous Improvement process.

Definition:

Continuous improvement is the ongoing improvement of products, services or processes through incremental improvements using a four-step quality assurance method—the plan-do-check-act (PDCA) cycle.

Scope:

This policy will apply to the following practice areas:

- Governance
- Management
- Delivery & Operations
- External Relationships/Capacity Building

Policy:

Maldon Neighbourhood Centre is committed to continuously improving all aspects of its operations and governance with the aim of delivering the best possible services to the local community.

The Neighbourhood House Good Practice Guide (GPG) is used to evaluate the four key practice areas (as listed under scope) of the Maldon Neighbourhood Centre to enable us to evaluate our strengths and identify opportunities for improvement as we strive for organisational excellence.

Related Documents:

Neighbourhood House Good Practice Guide
VCOSS Health Check