

Global Quality Policy Statement

Steps was established in 1992 to provide drama-based learning and behavioural change services. We operate globally with centres in the UK, India and the USA, directly employing around 43 people. We have associate relationships with around 250 subject matter experts, academics, L&D specialists and actor-facilitators. Our techniques are highly transferable and we work across sectors and industries, virtually and face to face to deliver sustainable change.

Quality is essential to our business. We strive strenuously to provide our clients with services which meet and often exceed their expectations and we are proud that much of our work comes from repeat client commissions and referrals.

We are committed to continuous improvement throughout our business and have established the following Quality measures and policies, aligned with the Federation of Small Business' guidelines, to support us in this aim:

- a dedicated Client Relationship Director (CRD) responsible for each client relationship and accountable directly to the regional Senior Leadership teams and Global Board
- a dedicated Project and Design Manager and project team who take personal responsibility for ensuring all agreed project logistics are delivered to the client's satisfaction
- gathering and monitoring of client feedback through post-assignment reviews and monitoring the achievement of pre-set project and programme outcomes and quality measures for all assignments
- a dedicated Quality and Innovation Director who reviews assignments, methods and processes
- a client complaints procedure
- a requirement that any instance of client dissatisfaction or failure to achieve the pre-set project and programme outcomes and quality measures which is raised with (or escalated) to the CRD or beyond is immediately reported by the CRD to their regional Senior Leadership team and where appropriate escalated to the Global Board
- strict criteria for selection of associates and ongoing training and monitoring of all associates. We have a dedicated Associates Manager to oversee this
- training and development for our employees, supported by Development Managers
- regular review of our key processes and annual review of all policies by our regional Senior Leadership Teams
- measurable quality objectives in our business plan which reflect our business aims

This policy is shared and discussed with all staff.

Although the Global Board is ultimately accountable for Quality, all employees have a responsibility within their own roles and job descriptions to help ensure that Quality is inherent in everything we do.