

# SIB006 Quality Policy Version 2.0

**Date Created:** May 2010

**Date Updated:** 13 December 2021

**Updated by:** Ceryse Fear

**Process owner:** Chief Executive

**Approver:** Directors Group

**Status:** Current



## Foreword

To be in compliance with the requirements of ISO 9001:2015, policies and procedures for The Social Investment Business are to be approved by the relevant Director on behalf of the Chief Executive.

This document is intended to be used by employees within The Social Investment Business who are associated with this process/policy.

This policy/procedure has been approved by Directors Group and authorised on their behalf by a Group Director:

Name	Signature	Title	Date
Nick Temple		Chief Executive	13 December 2021

## Version history

Version ref	Author	Date	Process ref changed
1.0	Helen Kwok	May 2015	First Quality Policy
1.1	Julia Khan	January 2012	Update and re-confirmation of Quality Policy
1.2	Ceryse Fear	25 July 2013	Revised and updated to include company strategic objectives and quality objectives
1.3	Ceryse Fear	30 January 2014	Updated with 2014-15 quality objective
1.4	Ceryse Fear	15 September 2015	Updated with strategic objectives and quality objective 2015-16
1.5	Ceryse Fear	14 November 2016	Updated with Strategic objectives and quality objective 2016-17
1.6	Ceryse Fear	05 February 2018	Updated with Strategic objectives and quality objective 2017-18
1.7	Ceryse Fear	30 July 2018	Updated with Strategic objectives and quality objective 2018-19
1.8	Ceryse Fear	21 September 2018	Updated with Plain English
1.9	Ceryse Fear	10 December 2019	Updated with Strategic objectives and quality objective 2019-20
2.0	Ceryse Fear	21 June 2021	Updated with Strategic objectives; quality objective approved by Extended Directors Group on 13 December 2021

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**Our quality policy – supporting the sector**

Social Investment Business provides loans, grants and strategic support to charities and social enterprises to help them improve people's lives. We have helped hundreds of organisations become more resilient and sustainable so that they can grow and increase their impact. We were one of the UK's first social investors and since 2002 have provided over £400 million of loans and grants to charities and social enterprises.

Our quality policy is to deliver a customer focused high quality service where quality is reflected in everything we do.

We update our procedures regularly so that they are up-to-date and keep us effective, cost efficient and fair in the ways we work. We have a set of strategic priorities which sets the framework of activity for all our staff.

**Our strategic priorities for this year are:**

- Listening, designing and adapting to customer demand and need
- Embed data and impact in core activities, especially decision-making
- Grow influence with government & sector on key issues (policymakers and peers)
- Maximise impact through focusing on the people and places most in need, post-Covid
- Ensure SIB continuity through a strong operating model and balance sheet.  
Underpinned by: Operational excellence & a Renewed approach to training / performance

We work through our priorities jointly with our staff and support our staff to understand their role in achieving the priorities. This is done through work objectives/targets which are included in team and individual work plans for the year.

We track our performance against our project targets and our Directors Group and Board receive reports on performance so that we are all aware of our progress as well as our learnings.

Our employees are our greatest asset and we support them in their professional and personal development; and we celebrate our employees' successes including their efforts in meeting our targets. We ask for and get regular feedback from our staff and our customers and act to make improvements wherever we can. We do our very best to offer high quality services to our customers and to do whatever is necessary to continually improve our customers' experiences.

**Our quality objective for 2021-22 is:**

*To achieve 85% of the agreed 11 corporate KPIs for 2021-22.*

Our Directors Group provides the leadership and sets the standard for the organisation to follow.



**Chief Executive:** Nick Temple

**December 2021**