

Continuous Improvement Policy

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The object of this policy is to provide a mechanism for ATEC to review and improve its systems and practices as well as training assessments, products, and services systematically and continually. It aims to meet and exceed where possible customer and regulatory requirements. As important to ATEC is improvement as measured against internal, customer and industry benchmarks. To facilitate this ATEC are committed to providing a learning and development culture, as a business and as individuals. Our core values underpin our business ethos.

Consistency, Professionalism, Quality

ATEC continuous improvement approach is systematic, involves staff, customers, and other stakeholders. ATEC compile qualitative and quantitative data via key performance indicators to determine the need for improvement to services, operations, practices, and systems. Continuous improvement is ongoing and can be planned or unplanned as often as is identified.

- All employees are encouraged to report any opportunities for improvement in the first instance to their line manager in writing as they identify them. Employees are to provide any information and data they have collected to support their recommendations so it can be analysed and acted on accordingly.
- Improvements may be implemented immediately or at an appropriate time, depending on the urgency and circumstances, action and subsequent effect to other operational systems and practices.
- Continuous improvement actions are recorded and reviewed as part of the management review meetings.”.

ATEC senior management team genuinely seek and welcome all stakeholder buy-in and feedback to assist in identifying areas of improvement. Further information on continuous Improvement can be found in chapter 10 of the Quality & Compliance Manual ATEC-MNL-001



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