

## Quality Assurance Policy

<b>Title:</b> Quality Assurance Policy	<b>Division:</b> Human Resources
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### 1.0 Introduction

At Kula Vyema Centre, we are dedicated to delivering high quality research outcomes and services that meet our clients' expectations and comply with industry standards. This policy outlines our commitment to quality in all aspects of our research operations and interactions.

### 2.0 Purpose

- a. Ensure consistent quality of collected data, its processing and reporting.
- b. Comply with relevant quality standards and regulations.
- c. Promote continuous improvement and customer satisfaction.

### 1.1 Scope

This policy applies to all employees, contractors (consultants), and research partners involved in the research activities and services provided by Kula Vyema Centre.

### 3.0 Quality Assurance Goals

**Excellence:** Provide outstanding research and services that consistently meet or exceed industry benchmarks.

**Consistency:** Ensure uniform quality across all research projects and operational processes.

**Compliance:** Adhere to relevant regulations, standards, and client requirements.

Continuous Improvement: Promote ongoing improvement by regularly reviewing and enhancing our quality assurance practices.

#### **4.0 Quality Assurance Practices**

- a. Research Design: Each research project will be meticulously designed with clear objectives, methodologies, and quality standards to ensure reliable and valid results.
- b. Data Handling: Implement thorough procedures for data collection, storage, analysis, and reporting to maintain accuracy and confidentiality.
- c. Standard Operating Procedures (SOPs): Develop and follow SOPs for all key activities to ensure consistent and high quality research processes.
- d. Monitoring: Regularly assess research activities and outcomes to ensure adherence to quality standards and identify opportunities for improvement.

#### **5.0 Roles and Responsibilities**

Project Leaders: Ensure that all research projects comply with quality assurance procedures and meet established standards.

All Employees and consultants: Follow quality assurance practices, participate in training, and contribute to ongoing quality improvements.

#### **6.0 Training and Competence**

Training: Provide training on quality assurance practices and procedures relevant to each employee's/consultant's role.

Skills Assessment: Regularly evaluate staff competencies to ensure they have the skills needed for their responsibilities.

#### **7.0 Quality Reviews**

Internal Audits: Conduct periodic audits to assess the effectiveness of quality assurance practices and identify areas for enhancement.

**Feedback:** Gather feedback from clients, stakeholders, and employees to drive continuous improvement.

**Policy Updates:** Review and update this policy annually or as necessary to stay aligned with best practices and regulatory changes.

## **8.0 Addressing Non-Conformance**

**Identification:** Document any deviations from quality standards.

**Corrective Actions:** Implement corrective measures to address and rectify any issues. Monitor these actions to prevent future occurrences.

## **9.0 Documentation**

**Record Keeping:** Maintain accurate records of quality assurance activities, including research procedures, data management practices, and audit findings.

**Accessibility:** Ensure records are securely stored and easily accessible for review and compliance purposes.

## **10.0 Compliance and Responsibility**

**Adherence:** All employees and consultants are expected to adhere to this policy and actively support our quality objectives.

**Accountability:** Responsibility for maintaining quality is shared across the organization, with specific duties assigned to ensure effective practice.