



QUALITY POLICY

Languages for Life are committed to:

- Providing schools, commercial companies and public bodies with high quality teaching, voice-over, translation, and cultural workshops and interpreting services which meet customer requirements.
- Operating the business to the systems required by BS EN ISO 9001: 2015.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.
- Rigorously controlling and continuously monitoring the services of contracted teachers, voice-over artists, translators and interpreters.
- Monitoring and rectifying customer complaints
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.
- Communicating the policy to managers, business partners, clients and interested parties

All teachers, voice-over artists, language specialists, translators and interpreters are responsible for the quality of the service and are invited to contribute to the continual improvement of all aspects of the company performance.

Brigitte Peach
Director
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