

## QUALITY POLICY STATEMENT

The Control Room of The Open University maintains a comprehensive and effective service and ensures that the service is adequately managed and resourced to meet the demands made upon it.


It is the aim of the Control Room to sustain client needs and satisfaction. It is committed to the documented Management System, the requirements of BS7958:2015, Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' 2021, ISO9001 : 2015 and to continuous improvement.

Progress against agreed objectives and targets shall be presented for review at the regular management review meetings and any changes to the defined objectives and targets agreed.

All staff shall be given adequate time and resource to ensure the documented Management System is implemented effectively.

To achieve The Open University's aims and objectives, the Control Room has set specific service goals. These shall be reviewed at staff appraisals and at the management review meeting.

The Quality Policy Statement shall be made known to all staff. Changes to the Quality Policy Statement shall be made and communicated to staff.



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