



Quality Policy

North Yorkshire Centre for Independent Living is an Organisation of Disabled People set up in response to the 2005 government target to have a user led Organisation (ULO) in each local authority. It is based on the Centre for Independent Living model and works to the Social Model of Disability.

NYCIL believes that many services traditionally provided for Disabled People have resulted in their segregation, passivity and dependence. NYCIL particularly seeks to empower and enable disabled people to have control and choice over their lives. We believe in creating real opportunities for Disabled People to live independently and participate in community.

In support of our drive to continually improve the quality of our service we have established a quality management system compliant with requirements of ISO 9001:2008.

Our quality system aims to

- Ensure compliance with relevant legal requirements
- Provide flexible customer focused services.
- Develop a partnership with our supply chain to ensure required standards are delivered.

The development of our employees is recognised as being essential to the development and success of our company and accordingly training needs are reviewed on an ongoing basis. We ensure all of our employees are trained appropriately and this includes ensuring that they are aware of the performance standards expected of them.

By monitoring and reviewing our performance we aim to continually improve the effectiveness of our quality management system, processes and facilities and in doing so meet our overall objective of excellent products, services and customer care.

Managing Director: J Knight

Signed: