

# Ashfield Homes Ltd

## Quality Schemes

### 1<sup>st</sup> April 2005

Scheme	Summary	Coverage
ISO9001	Quality Management System independently assessed by BSI every 6 months. Monitors compliance to the ISO Standard.	Covers the whole of the company
ISO14001	Environmental Management System independently assessed by BSI every 12 months. Monitors compliance to the Environmental Standard with the aim of minimising the company's environmental impact on the community	Stores & Purchasing function
Charter Mark	Independently assessed by CMAS. Full application every 3 years with interim review annually. Ensures compliance to the Charter Mark Standard which covers primarily a focus on customer service excellence	Covers the whole of company
Investor in People	Independently assessed. This award lasts for 3 years and covers the development and training of employees	Covers the whole of company
ASAP	Association of Social Alarm Providers independently assess this award. It covers the management of the Community Alarm system	Community Alarm
Positive about disabled people	It is recognition that the company has to meet 5 commitments regarding recruitment, employment, retention and career development of disabled people. This was awarded by Job Centre Plus	Whole company
Warden Quality Standard	Quality Management System. Awarded by the Neighbourhood Renewal Unit of the ODPM. Lasts for 2 years and is recognition that the service meets recognised standards	Neighbourhood Warden Service