QUALITY ASSURANCE POLICY

1. POLICY STATEMENT

Community Resolve strives to ensure the delivery of services that are needed, well designed and delivered, and which achieve the maximum impact for our client group.

1.1 Background and Purpose

We want Community Resolve to be an organization recognized for its credible, balanced and timely interventions around community conflict transformation. To achieve this goal, this Quality Assurance Policy and Procedures establishes the principles and mechanisms for ensuring the objectivity, utility, accuracy and integrity of Community Resolve's research, interventions, mentoring, 1:1 conflict coaching, training, facilitation and mediation products and services.

1.2 Scope

These quality assurance policies and procedures will apply to all:

• delivery and interventions;

• internal systems and accounting procedures;

• data and information management activities;

• relationship management with clients, volunteers, staff and partner agencies.

1.3 Guiding Principles

These quality assurance policies and procedures adhere to the following principles:

Integration and completeness

Community Resolve supports quality assurance procedures consistently across programmes and projects. Quality assurance procedures cover each step of a project's lifecycle, including systematic planning, project development, oversight and assessment, pre-dissemination review, and maintenance, error correction and archiving.

Collaboration and co-ordination

Community Resolve seeks to carry out its activities in co-ordination with its partners and stakeholders, and to foster cooperation in the development of skills and initiatives in the fields of community conflict building and conflict transformation. When engaging stakeholders in the accomplishment of quality objectives we will involve such partners as early as practicable in this process.

Openness and transparency

Community Resolve's quality assurance policy and procedures promote openness and transparency and reflect a commitment to greater public access to information. We will ensure the proper documentation for our information products and services so that an external agent will be able to understand the organisation's procedures, methods and data sources. We will also strive to ensure the objectivity and integrity of information products and services.

Appropriateness

Products and services should be of the best quality possible within the constraints of resource availability, time and opportunity.

1.4 Management Oversight

Quality assurance is recognized as being the responsibility of all employees and contractors.

Responsibilities within Community Resolved are as follows:

- The Directors approve the annual Quality Assurance Plan concerning Community Resolve's project delivery, and monitors and signs-off the completion of planned Quality Assurance steps.
- Project managers are responsible for preparing Quality Assurance Project Plans for each project for its duration, and for ensuring that all quality assurance steps specified in those plans are observed and accomplished. All staff participating in a project share the responsibility for identifying and reporting any observed quality issues and for recommending corrective actions.

2. IMPLEMENTATION

This Policy is implemented through Quality Assurance procedures that are fully integrated into the annual operational planning, implementation and reporting cycles. These operational procedures are supported by publications and editorial guidelines, review procedures, and other operational standards and guidelines as required.