



POLICY	Issue: 3
Quality Policy	Date: 02/08/2009

Policy Statement

The Civil Nuclear Constabulary (the Constabulary) aims to meet the aspirations set out in the Statement of Common Values for the Police Service. In so doing we will:

- Provide a service to our customers and key stakeholders which meets their requirements in accordance with our quality of service commitment whilst operating within legal and regulatory requirements.
- Apply an integrated approach to our management systems based on an understanding of the processes within our business.
- Analyse the human, financial, building and equipment resources needed to achieve organisational objectives and prioritise the work required using the National Intelligence Model.
- Manage the data, information and intelligence that we receive and generate to ensure that it is processed and stored appropriately meeting applicable legislative requirements.
- Use operational experience and the information gained from customers, employees & other stakeholders to continually improve our systems, processes & performance.
- Develop all employees within the Constabulary to be competent to undertake the duties required of them, to understand Constabulary policy and objectives, and to carry out their duties in an open transparent environment commensurate with the need to preserve security.

Aims of the Policy

To provide a robust means of specifying the applicable external requirements on the Constabulary, defining and disseminating how those requirements are to be discharged, monitoring, verifying and reporting the achievement of performance so that the Constabulary is recognised by customers and stakeholders as effective and efficient in delivering the service it provides.

This policy is enacted by the following management system documents:

Document Reference	Title
CNC/POL/2.1.1	Quality of Service Commitment
CNC/POL/8.1	Information Management Policy
CNC/POL/4.1	Suggestion Scheme Policy
CNC/MSM	Management System Manual

Document Reference	CNC/POL/2.1	Page 1 of 1
Uncontrolled when printed unless subject to controlled issue Refer to Index of Policies for current version		