

Quality Policy

PO.ORMA.001-4

	Post	Signature	Date
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DOCUMENT CONTROL SHEET

Process area Management processes
Main process Organisational Management
Main process owner Executive Director

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Abbreviations

ISO International Organisation for Standardisation

Definitions

Quality The degree to which a set of inherent characteristics fulfills a set of requirements (ISO 9000:2015 *Quality Management Systems — Fundamentals and Vocabulary*)

LOG OF ISSUES

Issue	Issue date	Change description
001	22/04/2016	First issue
002	30/05/2016	Migration of PO.PLAN.002-1 into PO.ORMA.001-1 Detailing of the policy's process area, process, and process ownership
003	25/08/2016	Update on the mission, vision, values
004	08/12/2017	Update on the mission, vision, values – in line with Single Programming Document 2018-2020 (36/2017/MB)
005	22/02/2019	Update the policy with references to the New Internal Control Framework

1. INTRODUCTION

CEPOL is continuously learning from international best practices, and is aiming at providing high quality training and learning opportunities to a variety of stakeholder groups.

Quality Policy together with objectives having impact on quality are contributing to the implementation of the Agency's mission, and are in line with CEPOL's overall strategic direction and organisational context.

2. SCOPE

This policy applies to the entire organisation. The Agency's management is committed to ensure the Quality Policy is properly communicated, understood and applied across all processes.

3. CEPOL'S VISION

To be the centre of European law enforcement training and learning, focusing on innovation and quality.

4. CEPOL'S MISSION

Making Europe a safer place through law enforcement training and learning.

5. CEPOL'S CORE VALUES

- Human rights and fundamental freedoms
- European cooperation
- Quality
- Innovation
- Reliability

6. CEPOL'S QUALITY STATEMENT

The Agency is committed to implement internationally recognised management standards, such as ISO 9001:2015.

CEPOL intends to demonstrate the ability to consistently provide products and services that meet stakeholder expectations and applicable regulatory requirements, to contribute to European law enforcement cooperation through learning to the benefit of European citizens.

The Agency aims at enhancing services through effective application of the CEPOL's Management System, by continually improving its processes, addressing risks and opportunities, and ensuring the Management System is fit for purpose.

CEPOL focuses on customers, stakeholders and other interested parties, provides leadership, engages and involves people, uses a process approach, encourages improvement, uses evidence based decision-making, and manages effective stakeholder relationships.

The Agency intends to ensure compliance with the applicable ISO 9001:2015 requirements, and the Internal Control Framework (<https://www.cepola.europa.eu/sites/default/files/26-2018-MB%20Revised%20CEPOL%20Internal%20Control%20Framework.pdf>)