

Quality Policy

PO.ORMA.001-2

	Post	Signature	Date
Prepared and Quality Reviewed by:	Quality Management Officer	- original signed -	25/08/2016
Verified by:	Communication Officer	- original signed -	25/08/2016
Approved by:	Executive Director	- original signed -	25/08/2016

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

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

CEPOL aims to become a world-class hub, and a driver of change in the law enforcement training field. One which contributes to addressing European and global security issues by bringing the law enforcement communities closer together to share good practices, knowledge and know-how.

4. CEPOL'S MISSION

CEPOL is a European Union agency that fosters European and international law enforcement cooperation through training.

5. CEPOL'S CORE VALUES

- Professional Excellence
- Innovation
- Quality
- Responsiveness
- Full respect for fundamental rights

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 Standards.