



# Quality Policy

Hinckley Motorcycle Training Scheme's Quality Policy is defined and strongly driven by the following business principles:

- Place customers at the heart of everything we do and strive to exceed their expectations.
- Drive continual improvement through self-assessment, peer observation and customer feedback.
- Develop staff competencies, creativity, empowerment and accountability for the training they deliver and provide appropriate development programs to raise their instructional skills.

Hinckley Motorcycle Training Scheme strives to be the best motorcycle rider training provider in the industry. Through the use of these guiding principles, everyone in Hinckley Motorcycle Training Scheme is accountable for fully satisfying our customers' needs by meeting or exceeding their expectations with best-in-class training services and support. While we endeavour to provide first class training services, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

## Quality Objectives

- Introduce new policies to meet Customer and Supplier expectations
- Respond to customer complaints within 3 days in writing.
- Maintain our first time pass rate on Direct Access Scheme Module 2 tests at 85% (or above) throughout 2022.
- Increase CBT provision from 180 courses a year to 200 courses a year by December 2022.
- Identify new training opportunities through engagement with the local dealers, council, DVSA ERS Scheme, Wheels-to-Work, JLR (ELS) and road safety initiatives.
- Support all current CBT instructors in undertaking DVSA Standards Assessments. [CBT / DAS], and DVSA CBT/DAS assessments..
- To continue instructor monitoring to meet DVSA requirements.
- Empower instructors to make decisions whilst training (incl. fit-to-ride criteria).