



Creativity unlimited

Continuous Improvement Policy and Procedures

Continuous improvement is an ongoing cycle of monitoring, review and evaluation of the processes and procedures conducted by tutors employed by S&S Wholesale Pty Ltd (The Company). It is the policy of The Company to ensure they are trained in the most up-to-date methods and techniques. Improvement procedures are addressed at quarterly Sales meetings and an annual conference where training is provided by professional artists and recognised experts in particular fields.

Aims

Information is collected and assessed with the aim of making the resources utilised by The Company to work better, consistently and more efficiently to deliver the desired outcomes. The continual reviewing allows for the identification of areas where improvement is required and subsequent action.

The Company's improvement system is based on adherence to the following principles:

- a commitment by all staff to continuous improvement of processes, courses, products and services
- input and involvement of all staff and students in identifying and implementing quality improvements
- a systematic use of qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities.

Procedures

- Evaluation forms collected at the end of each session.
 - Ad hoc feedback from attendees
 - Regular evaluation of the procedures via the evaluation forms is done by the Sales and Marketing Director and the representative in charge of the S&S Education Division
 - Undertaking formal feedback sessions and annual self-assessments from the tutors conducting the sessions.
 - Complaints from attendees and/or staff.
 - Feedback gathered is collated and any recommendations and/or modifications are addressed at the quarterly meetings and implemented thereafter.
 - Tutors undertake external workshops to ensure their methods, information and procedures are current.
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