

## Policy on Quality Management

### **GUIDELINES**

### Policy Fact sheet:

Policy Owner:	Human Resource Department
Policy approve:	Global President, Narayan Seva Sansthan
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Scope:	This policy applies to all NSS Sadhak-Sadhika
Confidential	No- for internal use only
Policy status	Revision

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## Quality Management Policy

### **1. Purpose**

This policy aims to ensure high standards of quality in all aspects of the NSS's operations by implementing best practices, continuous improvement, and compliance with applicable laws and regulations.

### **2. Scope**

This policy applies to all individuals associated with the NSS, including staff members, volunteers, beneficiaries, consultants, donors, and others. It covers all programs, services, projects, and operational activities.

### **3. Quality Standards**

The NSS is committed to:

- Delivering services and programs that meet high-quality standards.
- Ensuring compliance with legal and regulatory requirements.
- Continuously improving processes through feedback and evaluation.
- Promoting a culture of excellence and accountability.

### **4. Responsibilities**

- **All Members:** Uphold quality standards and report any concerns.
- **Management & Leadership:** Implement quality management frameworks and ensure compliance.
- **Quality Assurance Team:** Monitor, evaluate, and enhance quality measures within the organization.

### **5. Incident Reporting & Response**

- Any quality-related concerns must be reported promptly.
- The Quality Assurance Team will investigate and implement corrective actions.
- Mechanisms will be in place for continuous monitoring and improvement.

### **6. Protection Against Retaliation**

The NSS strictly prohibits retaliation against individuals who report quality concerns or participate in investigations.

### **7. Training & Awareness**

Regular training sessions and awareness programs will be conducted to educate all members on quality management principles and best practices.

### 8. Confidentiality

All reports and investigations related to quality concerns will be handled discreetly, with information shared only on a need-to-know basis.

### 9. Consequences of Non-Compliance

Failure to comply with quality management guidelines may result in disciplinary actions, including warnings, suspension, or termination.

### 10. Policy Review & Amendments

This policy will be reviewed periodically to ensure effectiveness and compliance with legal requirements.

Prepared By	Checked By	Approved By
Rajesh Meghwal ( HR )	Dinesh Vaishnav, GHOD	Prashant Agarwal, Hon'ble President, NSS
		