

QUALITY POLICY STATEMENT

The Outward Bound Trust provides opportunities for young people to defy their limitations through learning and adventure in the wild. We are committed to doing this in a way that consistently meets or exceeds the needs of our donors, clients, young people, and others connected to our work. To achieve this, we operate and continually improve a Quality Management System (QMS) which meets the ISO 9001:2015 standard.

With clear leadership and support from the Senior Management Team, we ensure that we set and review our organisational objectives through our Strategic Plans and management review processes. We provide resources and training to enable employees to perform to the highest standards in achieving our objectives and meeting the needs of our donors, clients and young people.

All employees are expected to recognise how their work affects the organisation's performance and are encouraged to find opportunities to improve client, donors and young people's satisfaction, and the Quality Management System itself.