Quality Policy

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Document control

- **Superseded documents**:
  MF-POL-029 issue 14 dated 7 August 2025

  1. **Changes made**
     Reference to Integrated Management system added to 1. Introduction and 2. Scope.

  2. **Changes forecast**
     None

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1. Introduction

As a member organisation delivering digital solutions for UK education and research, Jisc is committed to providing excellent service to our members and customers. Our quality policy outlines our commitment to member/customer satisfaction, continually improving our products and services, and ensuring our processes are fit for purpose.

Jisc operates an Integrated Management System (IMS), which incorporates the Quality Management System (QMS) in accordance with ISO 9001:2015, alongside the Information Security Management System (ISO/IEC 27001) and Service Management System (ISO/IEC 20000-1).

The IMS provides a coherent and aligned framework for governance, risk management and continual improvement across the organisation. Separate policies are maintained for quality and information security to ensure clarity of accountability and domain-specific control, while operating within a unified IMS framework. This policy is reviewed at least annually by senior management to ensure it remains aligned with Jisc's strategic direction and that it continues to meet the needs of the organisation.

2. Scope

The Quality Management System (QMS), as a component of Jisc's Integrated Management System (IMS), covers the entire Jisc group of companies and all employees. However the ISO 9001 certification scope is smaller. Details of Jisc's ISO 9001 certification (including scope, time period and awarding body) can be viewed on the Jisc **website**.

The QMS operates within the wider IMS, sharing governance structures, management review processes and continual improvement mechanisms with the Information Security and Service Management Systems. The policy is made available on the Jisc website.

3. Commitment to Quality and responsibilities

The Jisc senior management team is committed to implementing, operating and driving the continual improvement of the Quality Management System (QMS) in accordance with ISO 9001:2015.

The senior management team take accountability for the effectiveness of the QMS and ensuring it achieves its intended results.

The responsibility for ensuring that the QMS conforms to the requirements of ISO 9001:2015, and the management of any associated activities (such as reporting on the performance of the QMS), has been delegated to the Head of quality.

Process owners are responsible for ensuring that their processes meet the needs of their interested parties, are effective and achieve the planned outputs. They are to ensure any problems are resolved and the root cause understood, and that action is taken to mitigate the problem recurring.

Everyone is responsible for adopting and promoting a member focused approach within their activities. Measurable objectives are therefore set throughout the organisation to ensure everyone is able to monitor and improve their performance in tasks they undertake in alignment with Jisc's strategic direction (see section 4).

Through our complaints process (QS-GEN-007) we are able to address any external instances of dissatisfaction and identify opportunities for improvement to our processes and the member experience.

4. Strategy and Quality objectives

Activities throughout the organisation align and contribute to Jisc's strategic direction. Jisc's 2030 vision is to lead the UK tertiary education, research and innovation sectors to be pioneers in the use of digital technology and data. We will achieve this by focusing on four things:

- **Sector leadership and strategic influence**
  We will leverage our trusted status and deep sector expertise to position ourselves as the vital strategic partner for digital, data and technology in higher and further education.

- **Focus on sector wide challenges**
  We will streamline our portfolio, focusing on high-impact, scalable solutions that solve sector-wide challenges.

- **Financial sustainability and commercial focus**
  We will embed financial sustainability at the heart of our strategy by developing a robust commercial model and grow surplus generating revenue streams.

- **Operational excellence and agility**
  We will evolve our internal processes and culture to eliminate silos, increase agility, optimise costs and foster a performance-driven environment capable of delivering solutions at pace.

Objectives and key results (OKRs) are set across the organisation in order to achieve this strategy.

Individuals have personal goals set within the performance management process which aim to align with our strategy and targets.

Details of Jisc's strategy is available to staff on the Jisc intranet**.** Strategic reporting is used to track and evaluate progress. Reports are made available for review by senior management.

Jisc will strive to deliver and monitor quality to our members and customers through objectives which have also been highlighted as **quality objectives** across the organisation. These are reviewed at least annually as part of formal management review governance.