BANDAMA CHARITY FOUNDATION SIERRA LEONE

QUALITY MANAGEMENT SYSTEM POLICY

BCF-SL's Framework for Consistent, Accountable and Continuously Improving Quality

BCF-SL | Save Lives | Empowering Communities Through Service

Document Type:	Quality Management System (QMS) Policy — ISO-Informed
Scope:	All Departments, Programmes, Staff, Volunteers, Partners and Contractors
Owner:	Programs Director / Executive Director

1. PURPOSE

BCF-SL's Quality Management System (QMS) Policy ensures that BCF-SL consistently delivers high-quality, transparent, and impactful programmes and services that meet the expectations of beneficiaries, donors, government partners, and communities. This Policy provides the organisational commitment and framework for maintaining excellence, accountability, and continuous improvement across all departments, projects, and stakeholder engagements.

2. QMS POLICY STATEMENT

Bandama Charity Foundation Sierra Leone is committed to implementing and maintaining a Quality Management System informed by ISO principles and adapted to the realities of development and community-based programming in Sierra Leone. BCF-SL shall ensure that all operations are: transparent; efficient; consistent; accountable; focused on beneficiary needs; and committed to continuous improvement. BCF-SL aims to meet and exceed the expectations of beneficiaries, donors, government, partners, and communities.

3. QUALITY OBJECTIVES

Quality Dimension	Objective	Key Indicator
Programme Quality	Consistently deliver programmes that achieve intended outcomes and meet BCF-SL's quality standards	Quarterly Programme Quality Scorecard ≥ 4.0/5.0 across all programmes
Beneficiary Satisfaction	Ensure at least 75% of beneficiaries rate BCF-SL's services as 'good' or 'excellent'	Quarterly satisfaction survey score ≥ 75% annually
Financial Compliance	Zero financial compliance failures in internal and external audits	Clean audit opinion; zero material misstatements; 60/40 rule maintained
Staff Competency	100% of staff complete mandatory training on schedule	Training register compliance rate = 100% quarterly
Complaint Response	All complaints acknowledged within 5 working days; resolved within 30 days	BFCM response rate and resolution rate tracked monthly
Data Quality	All M&E data is accurate, complete, and disaggregated	Annual DQA findings; zero data quality alerts in quarterly reporting

4. QMS RESPONSIBILITIES

Role	QMS Responsibility
Executive Director	Ultimate accountability for QMS; approves quality policy; leads annual QMS review; ensures adequate resources for quality systems
Programs Director	Manages BCF-SL's Programme Quality Assurance System; leads quarterly programme quality reviews; oversees BFCM; manages corrective action process
Internal Risk & Audits Director	Conducts internal quality compliance audits; reviews QMS effectiveness; reports quality performance to Governing Board
Unit Managers	Completes quarterly Programme Quality Scorecards; leads unit-level quality improvement; ensures staff follow quality standards
M&E Unit	Manages M&E data quality; produces programme performance reports; coordinates satisfaction surveys; maintains indicator tracking system
HR Director	Ensures staff training completion; manages staff performance quality; integrates quality standards into recruitment and induction

5. CONTINUOUS IMPROVEMENT CYCLE

BCF-SL's quality improvement follows the Plan-Do-Check-Act (PDCA) cycle: PLAN identify quality issues through scorecards, M&E data, satisfaction surveys, complaints, and audit findings; DO design and implement quality improvement actions with clear ownership and timelines; CHECK verify whether the improvement has achieved the desired quality outcome; ACT embed successful improvements in standard procedures and share lessons across BCF-SL.

Any quality indicator that falls below the target level triggers an automatic improvement review. Critical quality failures are escalated to the Programs Director within 48 hours. The QMS is reviewed annually by the Executive Director and Programs Director; results are reported to the Governing Board.

Programs Director

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Signature & Date

Executive Director

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Signature & Date

Internal Risk & Audits Director

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Signature & Date

Chairperson, Governing Board

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Signature & Date