

Quality Policy

CoachHub GmbH

Last Update: 2023-02-01

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System within the Quality Scope. The Scope includes “Management of the quality of the coaching services provided via the CoachHub platform covers coach selection, coaching sessions and coaching feedback.” We undertake to ensure sufficient resources are made available within CoachHub to achieve this. We undertake to ensure through communication, engagement, practical example, and training that Quality is the aim of all members of CoachHub.

Through direction and support, each employee will have a proper understanding of the importance of the Quality Management System’s function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of CoachHub. Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

CoachHub has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001 Standard in its newest release. These objectives will address the risks and opportunities within CoachHub as determined by top management.

CoachHub has set measurable objectives which will be reviewed regularly to ensure continual improvement. We hereby certify that this Quality Manual and the Standard Operating Procedures Manual accurately describes the Quality System in use within CoachHub to meet the requirements of ISO 9001. The Quality System will be monitored, measured, evaluated and enhanced regularly under the top management’s ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.