

Quality and Learning Policy

CoachHub GmbH

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The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System as well as Learning Management System within the Quality Scope. The Scope includes the Development and operation of the coaching platform CoachHub™, a software and service for digital coaching and talent development.

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 both ISO 9001 and ISO 21001 Quality Management Systems' 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 the ISO 9001 and ISO 21001 standards (each in its newest release). These objectives will address the risks and opportunities within CoachHub as determined by top management.

We recognize the essential role that intellectual property plays in innovation and competitiveness, and we are committed to upholding the highest standards of ethical and legal conduct in all facets of our operations. Our organization is fully dedicated to respecting and safeguarding the intellectual property rights of others as well as of CoachHub, ensuring that our products and processes are developed and implemented in compliance with relevant laws and regulations. Through the cultivation of a culture that prioritizes awareness and responsibility among our team members. We proactively prevent any infringement on third-party intellectual property. This proactive approach serves to uphold the integrity of our own innovations while contributing to a business environment characterized by fairness and ethics. Our commitment to IP rights compliance not only aligns with the principles of ISO 9001 but also strengthens our resolve to deliver quality products and services with the utmost integrity and professionalism.

We recognize the critical role that intellectual property plays in innovation and competitiveness, particularly within the dynamic landscape of artificial intelligence (AI). As we navigate the complexities of AI development, we are steadfast in our commitment to ensuring that our technological advancements adhere to ethical standards and respect intellectual property rights. By staying informed about the latest advancements and legal frameworks in the field of AI, we aim to foster an environment where innovation flourishes while respecting the rights of creators and contributors.

Moreover, we understand that continuous learning is essential in the ever-evolving realm of technology. As we strive for excellence in our operations, we actively encourage a culture of ongoing education among our team members. This commitment to learning not only enhances our understanding of IP rights within the context of AI but also reinforces our dedication to staying at the forefront of industry best practices. Through this dual commitment to ethical AI development and continuous learning, we aim to contribute positively to the advancement of both our organization and the broader technological community.

We acknowledge our broader social responsibility. As a conscientious organization, we are committed to leveraging our resources and influence to make a positive impact on society. This entails prioritizing sustainability, diversity, and inclusivity in our operations. We aim to minimize our environmental footprint, support local communities, and champion diversity and equal opportunities within our workforce. By integrating social responsibility into our core values, we strive to contribute meaningfully to the well-being of the communities we operate in and the global society at large. This holistic approach reflects our belief that responsible business practices extend beyond the boardroom, reinforcing our commitment to ethical conduct and making a tangible difference in the world around us.

In our pursuit of excellence, we are unwavering in our commitment to developing high-quality products for digital coaching. We recognize the pivotal role that effective coaching plays in personal and professional development. To ensure the utmost standards, we collaborate with the best coaches in the industry, harnessing the power of artificial intelligence (AI) to augment and refine the coaching experience. Furthermore, our dedication to quality extends to the implementation of our ISO 21001 learning management system, underscoring our commitment to providing structured, effective, and internationally recognized educational experiences. Through this innovative approach, we strive to create a dynamic ecosystem where the synergy between human expertise and technological advancements enhances the overall quality of our digital coaching products, fostering continuous improvement and professional growth for our users.

Our product development strategy aims to create a cutting-edge digital coaching solution that sets a new standard for quality, effectiveness, and user satisfaction. By combining personalized coaching with powerful technology, we strive to empower individuals on their journey of continuous learning and professional development.

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 and ISO 21001. The Quality Systems 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.