

Policy of Quality of Som - Fundació

Som - Fundació is completely orientated to the persons we support and to the families of the programme of Planning of future, with the commitment of providing them the best service and with the will of being a referent in the sector. Som - Fundació tries to optimize the expenses without losing the standards of quality.

The main goal is to satisfy the needs and expectations of the persons under our support, fulfilling the commitments and optimising our managements, and making sure that we give answer to all the relevant stakeholders.

Being a completely ruled activity, this policy implies to satisfy the legal legislation, always considered as a basis and never as a goal.

The continuous improvement of the service is carried out with the active participation of all the staff of Som - Fundació, by means of the task of an interdisciplinary team. The human team is committed to participate and develop relationships of internal and external collaboration in the light of their responsibilities, companies of the sector, included, and entities providers of services, etc.

Som – Fundació strives to supply the formation and the most adequate information to all the staff, with the purpose of guarantee the competence and transparency of the System of Management of Quality.

We search the excellence of our services based on the requirements of the norm UNE-EN ISO 9001:2015 and the compliance of the objectives of the quality, by means of the analysis of the System of Management of Quality. We take into account the management of risks and opportunities when defining the processes, as well as the management of the knowledge.

Likewise, Som – Fundació tries to consolidate itself as an effective and meaningful entity by means of the deployment of a model of quality of Full Inclusion. The model is based on the interaction of 3 essential components: the quality of life, the quality in the management, and the quality in the ethics, from which we offer the necessary individualised supports that generate the quality of life of the persons under our support and that act as agents of social change.

Som – Fundació declares its commitment to the settlement and development of policies that integrate the quality of treat and opportunities among women and men, without any discrimination, directly or indirectly, for reason of sex. We impulse and promote measures to achieve the real equality within the organisation, in accordance with the Organic Law 3/2007, of March 22nd, for the effective quality among women and men.