

# What is Quality?

## FREE CAPACITY BUILDING WORKSHOP FOR SME's & SOCIAL ENTERPRISES

GRREC Temporary Visitors Centre | 425 Polmadie Road | Glasgow | G42 0PJ

**Wednesday 14<sup>th</sup> May 2014 | 9:30 – 11:30 hrs**

Part of the FTSE 250 Pennon Group, Viridor is Scotland's leading recycling, renewable energy and sustainable waste partner. Working with 96% of Scottish local authorities, public bodies and Scotland's leading businesses, Viridor operates a £100m Scottish network of advanced recycling infrastructure and is investing £500m to translate Scottish zero waste policy into practice.

Viridor is working with Glasgow City Council to design, build finance and operate a European class modern recycling and renewable energy centre to better manage the city's 200,000 tonnes of residual waste that until now would have gone to landfill. The £154m project will deliver a broad range of opportunities for small businesses and social enterprises including a commitment to support a programme of capacity building workshops.

### What is Quality?

- History of Quality
- Quality Standards
- 8 Principles of Quality
- Quality Control
- Quality Assurance
- Integration with H&S and Environment

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