

Appello's core values of workforce development and being people-focused have been further enhanced by its certification to the TEC sector's principal quality scheme the Quality Standards Framework (QSF) whose foundation is based on outcomes. This shared value with the QSF ensures that its workforce are trained to the highest level to meet the needs of its service users. Regular reviews with dedicated trainers enables all staff to maintain the highest level of quality and customer service whilst staying up-to-date on policies and processes.

Appello's award-winning monitoring and call handling solutions support 200,000 people across the UK whilst its digital careline services provide 24-hour support to the Housing, Health and Care sectors.



Quality · Safety · Innovation

## QSF validates company culture & mission

Appello already held a number of accreditations such as BS8591, ISO9001, BS8484, IIP and held the historic TSA code of practice for over 15 years. Moving across to the QSF was a natural progression; they were attracted to the scheme being person centered and outcomes-driven with an emphasis on continuous improvement. The QSF was also an opportunity to validate the Appello company culture:

**Gill Atkey, Monitoring Services Director, said:**

"We were really pleased to be able to validate not only the 'what we do' but also the vision, strategy and culture of our business, throughout each tier. We have gained confidence, consistency and credibility in the work place."

**Rachel England, Customer Relations Manager, said:** "We're very proud of everyone at Appello and the hard work and dedication they show every day. The QSF allows them to shine, showcasing the passion they have in delivering life impactful services whilst also ensuring that best practice remains at the forefront of our delivery."

## The Audit Process

The QSF audit project was led by a key individual giving a single point of contact throughout the process. Each Appello team member had a part to play too; it was felt team involvement and awareness of the audit process would harness a better internal culture and buy-in to the value of quality.

A Gap Analysis template was utilised to pool ideas for evidencing each QSF module and this was then reviewed; if this evidence was reflective of the service it was added to the audit library. This also gave the opportunity to highlight innovation and to prompt the team to think 'outside the box'.

Appello is regularly audited against ISO 9001 (Quality Management) so the controlled documents and procedures were already up to date and available. An agenda was created for both days of the audit which included CEO participation through to operators, and each team member was fully aware of their area of responsibility.

# Impact of QSF

Achieving QSF has allowed Appello to improve its visibility and enables them to ensure that technology enabled care services are part of the Appello DNA. By promoting values of quality and safety in its products and services, Appello customers and service users are assured that they are on the receiving end of high quality services.

## To other organisations considering Quality?

"It's all in the preparation but the results speak for themselves. It will support continuous improvement and support driving your business forward. Take the plunge you will not look back." **Gill Atkey,**

## BENEFITS

- The QSF process is flexible, enabling TEC organisations to demonstrate how they go the extra mile.
- Allows Appello to measure the effectiveness of their services.
- Internal team members can see the benefits of auditing against quality, safety and continuous improvement.

## OUTCOMES



**Over 5 million calls received annually**



**99.52% of calls answered in 180 seconds**



**0.05% of founded complaints vs handled calls**



**Fully compliant QSF report**

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[www.tecquality.org.uk](http://www.tecquality.org.uk)

