

How Technology Startup Yokeru Embedded Quality with Support of the Trailblazer Supplier Programme

QSF Trailblazer
Programme

CASE
STUDY



Quality · Safety · Innovation



Yokeru

Technology start-up Yokeru made a fast impact on the technology enabled care sector during COVID-19 with the advent of its AI wellbeing checking calls to the vulnerable and isolating within local authorities and housing communities.

The automation of its checking calls meant that 450,000 calls were made in 12 months supporting 50,000 individuals across London.

"The support we got from the Trailblazer Programme really helped us on our quality journey. We wanted to work with the only TEC standards body accredited by UKAS"
Hector Alexander, Yokeru Founder

A head-start with the Trailblazers

The founders of Yokeru, Hector and Monty Alexander, were determined to continuously optimise their service and build the foundations of their fledgling company on the principles of quality, safety, and continuous improvement found within TSA's Quality Standards Framework.

Yokeru didn't hesitate to join TEC Quality's Trailblazer Supplier Programme, a fast-track course for suppliers and digital solution providers to get on board with the development of standards within technology enabled care. The Trailblazer is a peer-to-peer programme that has since raised the profile of the technology start-up amongst its customer base and sparked opportunities for partnerships and co-design.

Operational impact of QSF

Founder Hector Alexander explains: "We took the opportunity to adopt standards from the outset to future-proof the company for expansion and scaling up, knowing that the right policies and procedures were in place. The benefits of the QSF are multiple. From an operational level, we've achieved better levels of communication within the team which has improved how we operate and ultimately deliver our service.

The QSF also helped us demonstrate that we're able to manage the sensitive data of vulnerable people, have high levels of data security and that we are not only compliant but responding to new updates in data security."

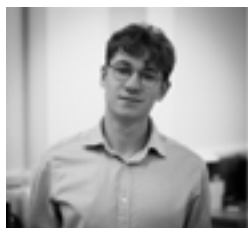
Co-designing for better outcomes

A collaborative-working approach has meant the continuous evolution of the Yokeru service.

"The QSF made us think differently about co-designing our technology enabled care service incorporating regular feedback channels with service users and carers and having regular meetings with local authorities and housing trusts."



"Yokeru's commitment to quality is outstanding. They achieved certification in record time, in just four months, and we are seeing evidence of ongoing improvement and innovation within their TEC service." Helen Rudkin, Quality Manager



"We've managed to create a fully personalised service aligned with the QSF, which is an outcomes-led scheme that places the service user at the centre." Monty Alexander, Yokeru Founder

January 2020 Yokeru incepted

50,000 Supported service users across London

May 2020 Became TSA members

450,000 Calls made over 12 months during COVID

4 months Achieved full QSF certification

Yokeru

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Get in touch to find out how TEC Quality can help you with your quality journey

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