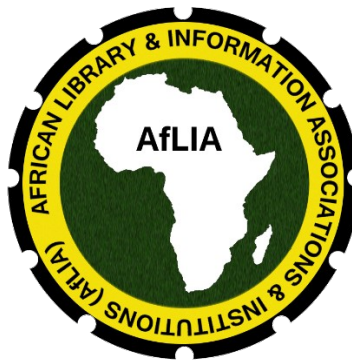


# **African Library and Information Associations and Institutions (AfLIA)**



## **Quality Assurance Policy**

**MAY, 2020**

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## **1.0 Introduction**

African Library and Information Associations and Institutions – AfLIA, is the continental body of library and information associations and institutions that actively pursues the interests of library and information associations, library and information services as well as librarians and information workers and provide a platform to discuss issues and further the cause of the library and information sector in Africa. AfLIA is an association characterized by institutional membership with a Governing Council which has the power to act on its behalf in accordance with the AfLIA Constitution. The day to day affairs of the Association is steered by a Secretariat, headed by an Executive Director.

AfLIA has been in operation since July, 2013 providing reliable, quality and innovative programs and services to its valued member institutions and other stakeholders. AfLIA strives to continually improve delivery of its core mandates (vision and mission). It is recognized that developing and adhering to a quality assurance framework that will be credible within the organization and consistent with best practices internationally is an essential standard for the organization. AfLIA is concerned with the quality and relevance of its programs, projects and mentoring systems to meet the needs of its stakeholders. There is the need to put in place a system of ensuring quality in all the operations of the organization. The Quality Assurance Policy is therefore required to serve as a framework for ensuring quality.

### **1.1 Vision and mission of AfLIA**

The vision of AfLIA is to be the trusted voice of the African library and information community in Africa’s development. The mission is to lead, empower and be a platform for the library and information community to actively promote and drive development agenda through dynamic and innovative services to transform livelihoods in Africa.

### **1.2 Core values**

The values which guides AfLIA’s operation and assist in creating the culture that supports its mandate are:

- Professionalism and inclusivity
- Integrity
- Transparency and accountability
- Innovation and creativity
- User focus
- Information as a Human Right

## **2.0 Policy objective**

The purpose of this Policy is to deliver the best services possible and to ensure continuous improvement. The objective of this Policy is to affirm AfLIA's commitment to maintain a high standard of quality in the way we work, the programs and services we deliver, our relationship with Governing Council, Association Members, AfLIA Staff, Vendors, Consultants, Resource Persons and Mentees, and ensure continuous improvement.

## **3.0 Definition and scope of the Policy**

Quality assurance is the operational techniques, procedures and objectives that are used to fulfil the requirements of quality. This policy shall cover all the areas of AfLIA's operations namely:

1. All administrative, financial, research and training departments within the organization.
2. All staff, vendors, consultants, resource persons and mentees, temporary and permanent, who are active in training, communication, research, administration, professional services, consultancy and all those who provide any support service to the core functions of the organization.
3. All governance structures – Governing Council, Sections and Committees.

It is the responsibility and duty of Governing Council, Association Members, Staff, and all persons working for and on behalf of AfLIA to ensure compliance with the procedures to enable the organization to achieve a consistent approach to quality assurance; satisfy the requirements of standard business management protocols and clients' requirements; including regulatory agencies, interested parties and any other applicable requirements at all times.

## **4.0 Policy**

AfLIA's policy is to maintain an effective and efficient quality assurance process planned and developed in conjunction with all management and staff functions as well as stakeholders, outlined in a series of policies and procedures (including external contracts, regulations and codes of conduct) which are designed to eliminate deficiencies and inaccuracies and to ensure high quality standards. This is fundamental for all work undertaken by all staff and persons for and on behalf of AfLIA. Therefore, AfLIA shall adhere to the following fundamental policy statements:

- a) Maintain consistency in the work method throughout in accordance with set policies, procedures, regulations, and codes of practice, without deviation.
- b) Ensure that all policies, procedures, relevant regulations and codes of practice are implemented and systematically reviewed to reflect the values of AfLIA.
- c) All employees are trained in quality assurance and that effective training continues at all levels.
- d) Frequently monitor and measure the quality of the work methods, outputs and outcomes with a view of ensuring high quality standards, value for money and continuous improvement.

- e) Products and services critical to AfLIA’s business will normally be procured from suppliers (vendors, consultants, resource persons and mentees) who have been certified by an accredited third party.
- f) In exceptional cases where a supplier is not certified or appropriately registered, AfLIA may carry out assessment against these requirements as appropriate by a qualified staff, Council Member or any other person delegated to do so at no charge to the organization.

## **5.0 Desired implementation outcome**

This policy will guarantee quality service delivery to stakeholders and continuous improvement of AfLIA, as an organization. By adhering to this policy, AfLIA will maintain effective and efficient quality assurance processes which are designed to eliminate deficiencies and inaccuracies and to ensure high quality standards.

## **6.0 Implementation strategies**

The following systems and procedures have been put in place to support the organization’s aim of total stakeholder satisfaction and continuous improvement throughout AfLIA.

- I. Regular self-evaluation by teams in different departments
- II. Regular gathering and monitoring of stakeholder feedback
- III. Stakeholder complaints procedure, including employee and members’ feedback
- IV. Selection and performance monitoring of suppliers (vendors, consultants, resource persons and mentees) against set criteria
- V. Training and development of employees and Governing Council, Committee members and Section Executives and Association members
- VI. Regular audit of internal processes to ensure that the systems and procedures are verifiable and robust
- VII. Wherever appropriate, promote and implement measurable quality standards and performance indicators against which performance can be measured, evaluated and improved to reflect AfLIA’s mission and vision.
- VIII. Management reviews of internal and external audit results, customer feedback and complaints.

AfLIA’s internal procedures will be reviewed regularly and documented in serial self-assessment reports and action plans which will be made available to Governing Council and other parties upon request. The Executive Director and President have the ultimate responsibility of ensuring appropriate supervision and conformance to policy standards.

That notwithstanding, Governing Council Members, Section Executives and staff also share the responsibility within their own areas of work to embed the culture of quality within the whole organization. In essence, the policy and its associated procedures will involve all employees and collaborative partners. The management of the process will be implemented through the existing organizational structure for the benefit of all.

## **7.0 Policy review and amendments**

This policy will be reviewed every two years as part of the management review process, to ensure its continued relevance and adequacy. The review and amendments are expected to come into force matching with the inauguration of new Governing Council and Section Executives.