



Mission Statement: *...reaching out to encourage a lifelong journey of global peace and understanding*

Quality Policy Statement

Council for Educational Travel, USA (CETUSA) is a not-for-profit international student exchange organization that coordinates exchange experiences for international high school students. CETUSA is designated by the US Department of State as an Exchange Visitor (J-1) Visa Sponsor.

An integral part of how CETUSA will monitor the quality of our service is through a QMS (Quality Management System). A QMS is a set of policies, processes and procedures that drive the planning and execution of our services to meet customer satisfaction.

CETUSA's top management is committed to:

- Satisfying DOS (Department of State) requirements by ensuring we consistently determine, understand and meet all applicable statutory and regulatory requirements and customer needs.
- Ensuring that continued improvements made to the QMS are monitored to ensure that the risks and opportunities that can affect conformity of services are being analyzed, and that the ability to enhance customer satisfaction is determined and addressed, while maintaining our focus on improving customer satisfaction.

CETUSA's top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and objectives are established for the QMS so the context is compatible with the strategic direction of the company and the quality objectives are set and are maintained as part of the QMS internal auditing, monitoring, and management review processes in order to enhance our customer satisfaction.
- Promote the use of risk-based thinking and the process approach.
- Make sure the resources needed for the QMS are available. These include training, support, and encouragement.
- Monitor and ensure that the QMS achieves its intended results.
- Support those in relevant roles to demonstrate how the QMS applies to their assigned areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide a quality service.

Employees, contractors and other organizations are expected to cooperate and assist in the implementation of this policy.

This policy will be reviewed annually by top management and when deemed necessary will be amended and reissued.

Kim Carter
Executive Director
May 30, 2018