Quality Assurance Report 2026

Inspirational Group | Version 1.0, November 2026

Purpose

Inspirational Group was re-certified to ISO 9001:2015 in October 2026. In Q3 2026, client satisfaction reached an NPS of 77.6, with no complaints recorded. This report summarises how we assure the quality of our work, the outcome of our latest independent audit and our current performance. We update it after each annual audit.

Certification

Our quality management system is independently certified to ISO 9001:2015 until October 2027.

Item	Detail
Standard	ISO 9001:2015 Quality Management Systems
Scope	Consulting, design, development, and delivery of people change initiatives, including leadership development programmes, coaching, and organisational learning experiences, provided through physical, virtual, AI and client locations, to organisations across corporate, public, military, academic, sport, and non-profit sectors
Certification body	ISO Quality Services Ltd (QSL)
Latest audit	Re-certification audit, 28 October 2026
Certificate valid until	27 October 2027
Next audit	Surveillance audit, April 2027
Certificate	ISO 9001:2015 certificate (valid until 27 October 2027)

2026 re-certification audit

Our certification was renewed following an independent audit by QSL on 28 October 2026. The auditor found our quality management system “well managed”, showing “significant evidence of maturity”, with a clear focus on improvement and excellent customer service.

How we assure quality

Quality is built into every stage of our work, from agreeing requirements to measuring impact.

Stage	What we do
Requirements	Client requirements are agreed during contracting and reviewed in a project plan before we commit.
Design	Programmes follow a documented six-stage design process, with design reviews against agreed objectives at key points. As a CMI-accredited Centre, we can also design against CMI Professional Standards.
Facilitators and coaches	Facilitators are observed in practice before joining our associate pool. All coaches are trained to ICF standards and receive regular supervision, which is a contractual requirement for our associates.
Evaluation	Participants evaluate every module using questionnaires based on the Kirkpatrick model. Results feed a feedback dashboard reviewed against minimum standards. If applicable and where agreed, 360-

Stage	What we do
	degree feedback measures behaviour change before and after programmes.
Feedback and adaptation	Facilitators and coaches debrief after each module, and programmes are formally reviewed at mid-point and close.
Governance	Delivery is overseen by our Director of Consulting. Each programme has a project manager, a live risk log and clear escalation routes agreed with each client.
Improvement	Issues and complaints are logged, analysed for root causes and tracked to resolution. Our leadership team reviews quality performance through management reviews.

Our quality tools include design and review checklists, coaching supervision logs, risk logs, facilitator guidance and feedback dashboards.

Performance

Client satisfaction is strong and improving: NPS rose from 75.0 in Q2 to 77.6 in Q3 2026, and no complaints were recorded.

Measure	Q3 2026
Net Promoter Score	77.6
Responses	277 (224 promoters, 44 passives, 9 detractors)
Complaints	0
Facilitator effectiveness (out of 5)	4.76
Measuring the impact of the training (out of 5)	4.55
Your ongoing development and performance (out of 5)	4.47

All feedback categories remain above our minimum standard of 4.0. Our quality objectives include at least 90% client satisfaction, 100% on-time delivery, and at least 85% of delegates reporting improved skills, confidence or leadership capability.

Continual improvement

We use client feedback, internal audits and management reviews to drive continual improvement. Our next surveillance audit is in April 2027, and we update this report after each annual audit.

Document approval

Version	1.0
Status	Approved
Prepared and approved by	Heather Couchman, COO & Company Secretary
Signature	
Date approved	20 November 2026
Next review	Following the surveillance audit in April 2027