



ACCREDITED SPA'S OF KENYA

WHAT IS QUALITY ASSURANCE?

A method for verifying the quality and integrity of the services and practices spas provide that demonstrate they merit the confidence of clients, employees, government agencies and the general public.

BENEFITS OF PARTICIPATION

- Opportunity to play a leadership role in the development of quality assurance
- Recognition of the spa operation as a quality operation
- Increased business and customer loyalty as a result of the above recognition
- Unique marketing and promotion opportunities

WHY DO WE NEED IT?

- Spa consumers are 'spa intelligent' and are demanding quality spa services and practices.
- By regularizing we hope to influence and guide future government regulations in the spa industry.
- The Quality Assurance Approved program gives spa businesses a distinct edge and gives the spa owner the confidence that they are meeting national standards and consumers are getting a safe and quality experience.

GOALS OF THE PROGRAM

- To develop, implement and monitor standards that promote high-quality and publicly accountable spa services.
- To ensure through a valid and reliable evaluation process that these standards are being met by Accredited Spa members.
- To provide recognition to those spas in compliance with quality standards and practices.
- To build consumer and media awareness of this important program and its benefit to the industry, government and the public.

OUR COMMITMENT TO YOU

- Share insights and observations openly
- Share best practices when gaps exist
- Work with you to identify possible solutions
- Help you achieve excellence in your spa operation

PROTECTION OF CONFIDENTIALITY

All information including documentation reviewed during the Accreditation Quality Assurance process is kept strictly confidential and is not made available to anyone other than to the spa and to relevant SWAK-Quality Assurance Assessors.

ASSESSMENT...

NOT AN AUDIT OR INSPECTION

- This is a collaborative process.
- Quality Assurance assessors are committed to helping you with continuous improvement and achieving excellence.
- They will be honest and transparent with you about what they observe and will work with you if they have questions or concerns.

HOW DOES THE ASSESSMENT WORK?

- The quality standards and practices relate to different dimensions of spa operations, activity and function.
- They define in broad terms, the standards and practices against which spas operate effectively and not only meet, but exceed, legislated standards.