

## Quality Assurance Policy Statement

The corporate objective of the Company is to achieve long term profitability through the provision of training and consultancy services which:

- meet or exceed the customers needs and expectations together with specified/contractual requirement, and
  - enhance our standing as a service provider of high repute.
1. To assist in achieving this objective, an integrated quality management system is operated by the Company, which complies with the requirements of BS EN ISO 9001: 2008
  2. A Quality Manual has been developed which outlines the organisation, delegation of responsibilities, and procedures, which are to be followed in order to achieve the Company's objective.
  3. Directors and Managers are required to establish and maintain instructions and procedures to ensure that, within their areas of responsibility, employees understand their duties fully, and carry them out to the standard required.
  4. The Company has appointed a Quality Manager who shall provide relevant advice and shall assist in monitoring the system and procedures and reporting to the Board the effectiveness of their continued implementation.
  5. Any disputes concerning the requirements of the Quality System shall be resolved by the Quality Manager/Managing Director
  6. All employees within the Company shall be made fully aware of the Company's Quality Policy and objectives and regular meetings and reviews shall be held to ensure that quality related problems are discussed and any necessary action is taken promptly.
  7. The Company acknowledges that Quality Assurance and operational efficiency are complementary and that the continual use and development of Quality Assurance systems are an important aspect of management responsibility.
  8. Training in matters relevant to Quality Assurance shall be given to managerial, supervisory staff and to operatives as required.
  9. Audits and inspections shall be undertaken on premises and relevant sites by competent personnel. The findings of all such audits and inspections shall be passed to the relevant local manager for action and information.
  10. Adequate planning and consideration of Quality Assurance matters shall be applied to all work prior to commencement.
  11. Upon commencement of employment, all employees shall be inducted to the Company in Quality Assurance matters.
  12. All employees shall be encouraged to submit suggestions and ideas for improving Quality Assurance issues within Company operations.
  13. Statistical analysis of all Quality Assurance performance shall be collated and analysed and will be communicated throughout the Company.
  14. The Company shall implement procedures to ensure that appropriate contracts are subject to formal review with the customer on a regular basis to measure the performance of the Company regarding the specified/contractual requirement.

Lee Hill  
Director  
May 2016

