



## QUALITY POLICY STATEMENT

It is our policy to provide clients with consulting, facilitation, training support services & products which not only meet their requirements but exceed their expectations.

To achieve this, we, drive, implement & maintain a Quality Management System based on the following principles:-

### ***Client Focus***

Clients are our lifeblood. Meeting and exceeding their needs constitutes our primary objective. Where relevant, these needs include Legal & Industry Statutory, International & National Standards.

### ***Leadership***

We establish and communicate the purpose and direction of our organisation, setting challenging but achievable objectives.

### ***Involvement of Our People***

We involve our people, enabling ownership, accountability and responsibility.

### ***Process Approach***

We identify, document and manage key business processes.

### ***Systems Approach to Management***

We identify and manage inter-related processes.

### ***Continual Improvement***

We continually strive to improve.

### ***Factual Approach to Decision Making***

We make decisions based on the analysis of reliable data and information.

### ***Mutually Beneficial Supplier / Business Partner Relationships***

Our suppliers / business partners constitute a critical element in our ability to satisfy market needs and our approach is one of mutually beneficial development and partnering.

**We maintain a QMS designed to meet the requirement of ISO 9001:2015.**

**This policy is reviewed at a minimum annually to ensure that it is current and to the objectives of the organisation.**