



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. Customer/client feedback is measured and monitored.

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 under our primary areas of service delivery:

- Training
- Consulting
- Client support.

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. We strive to continually improve the QMS based on the requirements of ISO 9001:2015.

Communication of this policy is enabled through staff training and is available to interested parties that are relevant to the quality management system on request. Senior Management will review this policy for continuing suitability annually at the management review.