

# Quality Policy

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Director

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As a management consultancy, **Solutioneering (UK) Limited** is committed to the continual improvement of the Quality Management System (QMS) by identifying and managing the risks and opportunities that can affect the QMS; and our ability to deliver services and solutions that meet our customers' needs and expectations. Our business strategy is based on a collaborative working approach in conjunction with our clients, consortium members, supply chain partners and other interested parties, all working as a team in order to realise solutions to the benefit of all.

To achieve this, our management activities are organised and managed through a Quality Management System structured around the ISO 9001 Quality Management Standard, and the fundamentals of "Thinking, planning and getting it right first time".

In the implementation of our quality management system, we will carry out the following:

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| <b>Rules</b>    | <ul style="list-style-type: none"><li>• Comply with relevant statutory, legal and other requirements.</li><li>• Work proactively with clients, agents and other interested parties to ensure specifications and standards are clear and achievable.</li></ul>  | <b>Maintain</b> compliance with statutory, regulatory, quality and other requirements.   |
| <b>People</b>   | <ul style="list-style-type: none"><li>• Actively encourage and make available the means for employees and partners to undertake quality training and education.</li><li>• Provide employees and partners with any training and resources needed to effectively carry out their quality and inspection duties.</li><li>• Make all employees and partners aware of the effect quality non-conformances can have on customer satisfaction.</li></ul>          | <b>Ensure</b> people hold the right skills, training, competency and expertise to deliver the right quality and exceptional results. |
| <b>Services</b> | <ul style="list-style-type: none"><li>• Ensure customer requirements are identified and met at each critical stage from first engagement to ultimate handover.</li><li>• Develop management plans, checklists and inspection plans as means of controlling and assuring quality throughout delivery.</li><li>• Establish partnerships with suppliers and interested parties to help improve service quality and innovation for business benefit.</li></ul> | <b>Ensure</b> confidence in quality is maintained, checked and communicated at all stages of service delivery.                       |

We will continue to improve service quality and effectiveness of the quality management system through regular analysis of information and data gained from the following review processes:

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| <b>Measure</b> | <ul style="list-style-type: none"><li>• Internal audit results and findings</li><li>• Customer feedback</li><li>• Non-conformances, and</li><li>• External audit reports by clients and/other agencies</li></ul> | <b>Welcome</b> feedback leading to positive quality improvement and customer satisfaction. |
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This quality policy will be communicated at management meetings; included in starter packs for new employees and business partners, and be posted on our office noticeboards and website. It will be available to interested parties on request, and be used in our pre-qualification and tendering exercises.