

INTRODUCTION

Quadraturek is committed to the effective implementation and ongoing improvement of an integrated Information Management System satisfying the requirements of ISO 9001: 2015. We have developed a quality system to document our current best practice which ensures a consistency of service and compliance to the appropriate legal requirements. Staff are made aware of this policy and the requirements of the quality system as part of the induction training given to new staff.

Quadraturek strives for continual improvement of our service to our clients and to the quality system and with this aim, measurable objectives have been set. Our performance against these stated objectives is reviewed routinely as part of our management review meetings

Quadraturek is dedicated to the Quality Policy that will ensure its products and services fully meet the requirements of its clients at all times. The goal of Quadraturek is to achieve a high level of client satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising that goal.

Quadraturek believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality. As a consequence, detailed Health, Safety and Environmental Policies have also been developed in conjunction with this Quality Policy to ensure all employees working for Quadraturek adhere to the ethos and systems in place to support the development of the highest quality of service to our clients.

QUALITY POLICY

The quality policy is based on four fundamental principles:

- Ensuring we fully identify and conform to the needs of our clients
- Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them
- Everyone understanding how to do his or her job and doing it right first time:
 - Each Quadraturek project has a Project Manager responsible for management of the client relationship, client liaison, overseeing progress at all stages and ensuring effective communication between the team and the client throughout the duration of the project
 - Each Quadraturek project has a project plan, with timescales set for the delivery of all tasks. Tasks and timescales are agreed with the client at the inception meeting and regularly reviewed throughout the duration of the project
 - Quadraturek's internal quality control processes require all major pieces of work to be cleared by a senior member of staff and for any reports or materials to be quality controlled by a Company Director and proofread by at least two members of staff
 - Quadraturek anticipates that, in turn, the client will appoint a Project Manager to be their main point of contact for the duration of the project



Quality Policy

This policy applies to Quadraturek Consulting Ltd, Quadraturek Infrastructure Ltd, Q TekTeam Ltd & Q People Ltd

Policy Page 2 of 2

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- At the initial project meeting for each Quadraturek project, a programme of key stages for reporting is agreed (or confirmed if it is already set out in the brief)
- At the initial project meeting (if not already specified in the brief), the Quadraturek team will agree with the client what 'overseeing' will be required. We encourage the establishment of a Project Steering Group or the use of an existing forum (such as an Evaluation Group), where appropriate, particularly for larger projects and/or lengthy pieces of work
- Project Managers welcome feedback from clients regarding the content, delivery and quality of our work and conscientiously respond to any comments regarding improvements and changes that are required and how any unforeseen problems might be resolved
- Quadraturek will clarify the draft authorship and clearance measures for reports and procedures with the client at the outset of each assignment
- Quadraturek will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our clients
- We shall ensure all our personnel understand and fully implement our policies and objectives and are able to perform their duties effectively through an on-going training and development programme
- Client confidentiality: in undertaking assignments Quadraturek recognises the importance of confidentiality and assures consultees of the confidentiality of their individual responses
- Ensuring we are not opening ourselves up to financial risk.

NAME	Karla Page
SIGNATURE	
POSITION	Director
DATE	31 st October 2023