



## Quality Management Policy

**March 2016**

Reviewed in March 2017 and in March 2018

To be reviewed in March 2019



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## 1. Purpose

The purpose of this quality management policy is to help to ensure that Premier Advisory Group (PAG) at least meets its clients' expectations and that it always strives to exceed them. PAG is accredited to ISO 9001:2015 for management consultancy and continuous improvement is at the heart of the accreditation and re-accreditation process for this standard. Please also see our ISO 9001:2015 quality manual.

## 2. Policy Statement

Within our ISO 9001:2015 certified procedures, we have fully embedded quality assurance procedures and formal/informal processes for measurement. These processes ensure that the work we produce is of a consistently high standard.

Quality assurance is an organisational priority and forms part of staff CPD and individual performance management. Within our ISO 9001:2015 certified procedures, we have fully embedded quality assurance procedures and formal/informal processes for measurement. These processes ensure that the work we produce is of a consistently high standard. Quality assurance is an organisational priority and forms part of staff CPD and individual performance management. We ensure that this policy is fully and completely understood by all our employees, and that its procedures are implemented and maintained at all times. We have a Quality Manual which is in accordance with the requirements of BS EN ISO 9001:2015. All of the components of our quality management system are periodically and systematically reviewed with reference to our both internal and external quality audit procedures.

Our Managing Director is the Quality Manager, as appointed by PAG's Directors. He is responsible for the control of all matters relating to the implementation of our quality assurance procedures.

The assurance of quality is fundamental to all the work we do. All personnel at every level in PAG shall practise the procedures established.

### 3. Scope

This policy applies to all managers and employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, casual workers and agency staff, volunteers, and interns, or any other person associated with us.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment. This policy is available to relevant interested parties, upon reasonable request.

### 4. Potential Benefits

The benefits to PAG of implementing the quality management system as set out by ISO 9001:2015 are:

- The ability to consistently provide products and services that meet or exceed clients' and applicable statutory and regulatory requirements
- Facilitating opportunities to enhance customer satisfaction
- Addressing risks and opportunities associated with its context and objectives
- The ability to demonstrate conformity to specified Quality Management System (QMS) requirements.

### 5. Principles

The principles upon which this QMS is based, as described in ISO 9000: 2015, are:

- Customer focus
- Leadership
- Engagement of people
- Process approach
- Improvement
- Evidence-based decision making
- Relationship management.

## 6. Control measures

All staff will:

- Take accountability for the effectiveness of the QMS
- Ensure that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of PAG. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance client satisfaction
- Promote the use of a process approach and risk-based thinking
- Ensure that the resources needed for the QMS are available, including training, support and encouragement
- Communicate the importance of effective quality management and of conforming to the QMS requirements
- Ensuring that the QMS achieves its intended results
- Engage, direct and support persons to contribute to the effectiveness of the QMS
- Promote improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Establish partnerships with suppliers and interested parties to provide an improved service.

All staff are committed to:

- Satisfying applicable requirements by ensuring clients' and applicable statutory and regulatory requirements are determined, understood and consistently met or exceeded, where possible
- Continual improvement of the QMS by ensuring that the risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed and the focus on enhancing client satisfaction is maintained.

## 7. Date and frequency of review

This policy is to be reviewed annually by our Managing Director and where deemed necessary, will be amended and reissued. The next review is due in March 2019.

If you have any concerns or queries in relation to this policy or your obligations, please make these known to our Managing Director, Tom Legge.