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Quality Policy

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QM 03 – QUALITY POLICY

Cole Easdon Consultants Ltd have established this quality policy to be consistent with the purpose and context of our Organisation. The Organisation recognises that the disciplines of Quality, Health and Safety and Environmental Management are an integral part of its management function. Cole Easdon Consultants views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

The Organisation Quality Policy calls for continuous improvement in its Quality Management activities and business will be conducted according to the following principles:

- Client focus: As an Organisation, we have made a commitment to understand our current and future clients' needs, meet their requirements, and strive to exceed their expectations.
- Leadership: The Directors, Technical Directors and Associate Directors have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.
- Engagement of people: As an Organisation, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be fully recognised and utilised.
- Process approach: As an Organisation, we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.
- Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.
- Evidence-based decision making: As an Organisation, we have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.
- Relationship management: We recognise that Cole Easdon Consultants and its relationship with external providers is interdependent.
- General Data Protection Regulation (GDPR): As an Organisation, we commit to being GDPR-compliant.

Our policy is also to meet the requirements of other interested parties, and in meeting our social, environmental, charitable, regulatory and legislative responsibilities. Refer also to QMF 02.01 'Risk Assessment Register'.

Our quality objectives which relate to this policy can be found in document QMF 03.01 'Quality Objectives'.

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This policy is available to all interested parties as well as being made available to the wider community through publication on our Website.

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