

Quality Policy

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Prepared by:
Graham Morgan
Managing Director
Spatial Consultants Ltd

Tel 07717 539412
gmorgan@spatialconsultants.com

Quality Policy

Introduction

We are committed to excellence in all that we do. We believe in quality and strive to provide our services to the highest possible standard.

Our Quality Policy embraces the following key principles:

- The satisfaction of customers, both external and internal, shall be the primary focus of the quality management activities;
- Systems and controls shall be prevention based to foster more effective decision making;
- Suppliers are integral to the quality process and company staff shall work closely with them to meet customer's needs;
- Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and focused task groups;
- All staff shall have individual responsibility for understanding and applying this Quality policy in the performance of their tasks;
- Company management is fully committed to their Quality Policy through active participation in quality improvement activities and leadership by example.

Statement of Intent

It is the policy of Spatial Consultants Ltd. to apply effective and appropriate quality management procedures to all of its contracts and projects and to apply quality standards in the most practical and reliable manner consistent with our client's specifications and requirements.

The Company's policies and procedures on quality assurance are supported by its other policies relating to equal opportunities, health and safety, environmental practices and the company's commitment to continuing professional development and training for its directors and employees.

Our approach to quality assurance includes agreeing with the client the nature, amount and timing of the outputs to be delivered during the course of the project/assignment. In all cases we will seek to agree this with the client at the earliest stage of the project/assignment, and ideally before we actually start our work (although it is recognised that it will not be possible to do so in every case). In all cases Spatial Consultants will seek the client's approval of the outputs delivered by our staff in our specific performance of the contract.

Responsibilities

The Managing Director holds ultimate responsibility for the Quality Policy and acts as the Quality Director to ensure effective implementation of the policy. All staff shall have individual responsibility for understanding and applying this Quality policy in the performance of their tasks.

Education, Influence & Opinion Formation

Spatial Consultants is committed to the highest possible professional standards. The Company fully supports Continuing Professional Development and undertakes to participate in regular training and professional updating through taught course and conference attendance.

Employment

Spatial Consultants will always use suitably qualified and experienced staff when undertaking any consultancy or interim management assignment. We will:

- Take up client references for sub contractors and associates
- Carry out post assignment satisfaction surveys to inform our future business strategies and standards

Compliance with Legislation

Spatial Consultants will seek to promote quality assurance by complying with current legislation, and will where appropriate highlight quality assurance implications when providing advice to clients. We will undertake to comply with current legislation, so far as it is applicable to our business and we are made aware of our obligations.

Good Practice

Spatial Consultants will undertake assignments having regard to the following Professional Codes of Conduct and Standards.

- GIS Certification Institute's Code of ethics
Online at http://www.gisci.org/code_of_ethics.aspx
- Chartered Management Institute's Code of Professional Conduct and Practice
Online at http://www.managers.org.uk/content_1.aspx?id=10:130&id=10:11
- British Computer Society's Codes of Conduct and Good Practice
Online at <http://www.bcs.org/server.php?show=nav.10967>

Customer Feedback

All comments regarding the quality of our services should in the first instance be made to the Managing Director.

The Company requests customer feedback for each assignment. At the end of each assignment, our clients are offered the opportunity to provide a testimonial on the service we have provided. We publish these on our Web site.

Insurance

The Company carries Professional Indemnity Insurance.

External Accreditation

Spatial Consultants subscribes the Quality Guild which provides independent verification of our quality processes: <http://www.qualityguild.co.uk>.

Signature of person responsible for policy:-



Graham Morgan

Managing Director

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