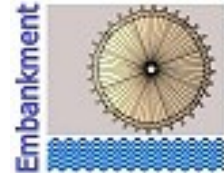


# Embankment Consulting - Quality Assurance

## QA Policy

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### **What We Stand For : Operating Policies**

Person Responsible for these Policies : Director Melanie Allison

Access to these Policies : online via secure login or personal distribution

Questions about these Policies : email [melanie@embankmentconsulting.co.uk](mailto:melanie@embankmentconsulting.co.uk)

# Quality Assurance Policy

## Quality Assurance System

Embankment Consulting is committed to providing high quality products and services that meet customers' needs and expectations. We are currently reviewing our quality management system to align more closely with ISO 9001 standard for quality management. Our approach to quality management covers six key areas identified in the ISO standard.

## Top management commitment

The Directors are committed to continuous quality improvement and robust quality management arrangements as exemplified by our existing system and decision to develop a Quality Management System based on the ISO 9001 standard. See our quality policy below.

## Customer focus

We work collaboratively with customers to ensure we understand and meet their needs and requirements. Customers are actively involved in scoping and planning our work with them, and their approval is obtained at the beginning of any project and at key milestones throughout a project. We work on a 'no surprises' basis with our clients in the spirit of openness and transparency of all decision-making. This is also in line with our ethical business approach.

## Continuous improvement

Although without direct employees, the Company promotes CI with all stakeholders – including call-off consultants, selected associates and freelance specialists – having a shared ownership of the quality assurance system as this is essential to the culture and success of the company. A process of continuous improvement is built into the quality management system for our team working assignments, with regular cross-functional team reviews to assess the effectiveness of systems, procedures and processes, as well as client satisfaction. The cross functional approach ensures that all stakeholders are empowered to review and contribute to improvements in working practices and that any changes or improvements can be viewed holistically within the company.

Our primary project and business management platform is Feng Office, where there is inbuilt functionality for feedback and quality assurance monitoring within the system. Access is via secure login so all of our geographically dispersed Associates can share the system and process.

## Internal communications

Regular production meetings are held during live projects, to communicate and monitor progress and deal with any issues or problems originating from clients or associates. A responsible Director, usually Melanie Allison, reviews and signs-off all the deliverables to ensure consistency of approach, high standards and continuous quality improvement in client relationships. Outcomes of these reviews are shared openly to promote best practice and high performing teams. An internal update is produced regularly when appropriate to keep stakeholders informed and celebrate achievements. All stakeholders and partners are encouraged to contribute.

## People management

Employees in direct employment will have an induction programme to familiarise them with Embankment Consulting ethos, policies, Code of Conduct, systems, procedures and processes. Inductions can be tailored to take account of individual staff employment or engagement arrangements. Project leaders will be responsible to coordinate and facilitate further training and updating to ensure employees are well qualified and remain expert in their field.

Embankment Consulting is actively committed to promoting equality and diversity. The stakeholder profile is monitored to inform business planning and to underpin our hiring decisions for Associates and our approach to partnership working. We actively seek out diverse partners and Associates who bring a unique perspective and value to our capability and capacity.

Feedback on performance is built into the project management process and any challenges addressed directly by a Director, usually Melanie Allison. Two-way feedback is actively encouraged to support continuous improvement in our quality assurance processes and performance.

Embankment Consulting maintains a register of contractors, call-off consultants and freelance specialists who have worked for the company and deliver high quality products and services to the standards prescribed. Contractors, call-off consultants and freelance specialists are required to keep their CVs regularly updated to ensure they are well qualified and participating continuing professional development to remain in good standing.

## Process driven approach

Regular, systematic review of Embankment Consulting activities is part of our quality management system and enables the management team to assess opportunities for process improvement and service improvements to clients, as well as the stakeholder experience.

# Quality Policy including Equality and Diversity considerations

## Scope and purpose of policy

This Policy applies to stakeholders – including employees, consultants, associates and freelance specialists – and their activities and functions as it encompasses all aspects of Embankment Consulting products and services which affect our ability to satisfy internal and external customer needs and expectations.

The purpose of the Policy is to ensure a pro-active and coordinated approach to the management, development and delivery of high quality standards and performance for commissioned products and services which meet specifications and customer needs and expectations.

## Policy statement

All personnel are committed to working collaboratively with our customers to develop a shared understanding of requirements and to plan and manage the commissioned work by providing a supportive and caring environment, together with excellent facilities and services.

We actively engage with our customers to respond appropriately to meet specifications and the challenges presented by commissioning bodies, organisations, and individuals. Regular review of commissioned products and services is undertaken by the management team as part of a culture of self-evaluation, continuous improvement and building on lessons learnt.

## Equality and diversity statement

The Quality Policy is directly linked to Embankment Consulting's commitment to promoting equality and diversity in its work and all relationships with stakeholders and clients alike.

Embankment Consulting demonstrates its commitment to valuing diversity by pro-actively engaging with our customers and communities of interest to scope and plan – and evaluate the impact of - the commissioned products and services in ways which celebrate any and all dimensions of diversity, both visible and invisible, with respect for legally protected characteristics relating to gender, race, disability, age, sexual orientation, religion/faith (including people with no faith) and beyond the minimum compliance standards of anti-discrimination law in the UK.