

## 1. Policy Statement

The organisation's policy is:

- To efficiently provide services at a quality consistent with a professional qualified in providing such a service as to ensure customer satisfaction.
- To pursue improvements in methods, standards, tools, etc. by setting, reviewing and communicating Quality Objectives to develop the business and respond to changing market requirements.
- To comply with ISO9001:2015 and pursue continual improvement. BPP has achieved certification from AUVA Certification Ltd and is entitled to use Certification Marks in line with their Branding Guidelines; BPP's certificate number is 1742.
- To ensure that all personnel are aware of their individual roles and responsibilities within the Quality System.
- The requirements of the company's quality system, in line with 9001:2015 standards are integrated into BPP's Business Management System (BMS) and are mandatory and all company personnel have a responsibility and obligation to it.

## 2. Quality Objectives

BPP aims to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives and we will endeavour to:

- Deliver our services to specification \ brief and provide a high overall performance.
- Provide a value for money service.
- Provide a high quality of service to satisfy our clients' requirements and get things right first time.
- Deliver our services on time.
- Deliver our service with full regard to Health & Safety.
- Maintain an effectively trained staff and management.
- Make a profitable return on our activities in order to fund ongoing development and growth.
- Improve efficiency through improvements in productivity.

Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met. We will conduct our business in an ethical and professional manner. However should we make a mistake, we will admit it and rectify the situation as quickly as possible.

## 3. Management Responsibility

### 3.1 Management Commitment

The Partners are committed to implementing and developing the Business Management System. The methods and controls applied are outlined in BMS Manual.

### 3.2 Customer Focus

The objective of the BMS is to ensure and enhance customer satisfaction. A key aspect of this policy is the determination of customer requirements and the measurement of customer satisfaction.

### 3.3 Specific Responsibility & Authority

Specific responsibilities within the organisation and with particular reference to the quality management system are defined below:

**The Partners** have the ultimate responsibility for controlling, directing and coordinating all sales and management activities throughout the organisation.

**Each Partner and Associate** are responsible for the consolidation of existing business, the development of new business opportunities and for all technical aspects of providing services. A matrix of specialists provide various aspects of specific technical support (such as computing, contract, estimating etc) to ensure that customer requirements can be met.

**The Office Manager** is responsible for all aspects of day-to-day control of the running of the office and heads up the Administrative Staff.

**The Partner for BMS** is the nominated Management Representative and has the authority and responsibility to establish, implement and maintain the BMS and report its performance to the Partnership.

## 4. Planning

Plans and objectives to improve performance are established and reviewed as part of the Management Review process. Objectives are specified within BMS. Key aspects of the process include:

- Objectives are measurable and consistent with the Quality Policy and established procedures,
- Objectives are communicated to relevant personnel,

## 5. Continuous Improvement

BPP Process Map in line with ISO model for Continuous Improvement:

|              | Inputs required   | Criteria, methods, resources   |
|--------------|---|--|
| <b>PLAN</b>  | Organisation & its Context<br>Needs & expectations of Relevant Interested parties;<br>Customer requirements<br>Leadership<br>Planning | Quality/Environmental Policy<br>BMS Manual<br>BMS objectives<br><br>Management Review<br>Roles and responsibilities<br>Risks management and opportunities register<br>BMS objectives |
| <b>DO</b>    | Support<br><br>Operation  | Human Resources / Training & Motivation<br>Infrastructure & Maintenance<br>Document Control / Control of Records<br>BPP Overall Process Map – Operational Control                    |
| <b>CHECK</b> | Performance evaluation  | Measurement, Analysis,<br>Internal Audit– KPI's<br>Corrective and Preventative Action  |
| <b>ACT</b>   | Improvement   | Continuous Improvement   |

Signed:

*M Walmsley*  
Partner

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