



## QUALITY MANAGEMENT POLICY DOCUMENT

**Signed & Dated**

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1.0	01/03/2014	Fiyinfole Awotoye	First Edition	

## 1. INTRODUCTION

This is the quality management policy statement of SoftSkan Limited.

This Quality Policy clearly states the company's quality objectives and commitment to quality. The Quality Policy relates to the whole of the company's activities. (Reference: BS EN ISO 9001: 2000 Clause 5.5.1) and is specifically provided for use by those that partner with or work for the company.

## 2. QUALITY MANAGEMENT POLICY STATEMENT

SoftSkan Limited is committed to consistently exceeding customer expectations by providing products, services and information of the highest quality in terms of safety, reliability, accuracy and timeliness. Our success is based on continuously improving the effectiveness of our products, processes, and quality management system.

## 3. OBJECTIVES AND PRINCIPLES OF THE QUALITY MANAGEMENT SYSTEM

To provide the highest quality products and services by;

- Identifying, developing and implementing quality management systems, geared to the individual activity wherever practical.
- Auditing and reviewing the Quality Management System to identify excellence, problems and areas of improvement.
- Being technically competent and maintaining sufficient Continuing Professional Development.

As a consequence we aim to;

- Maximize the quality of our products and services by;
  - Providing services that are consistent, accurate, effective and relevant to the client.
  - Developing and maintaining client knowledge of technology implementation best practice.
- Promote customer loyalty and recommendation by;
  - Ensuring Customers' needs are identified and understood.
  - Managing the Customer's expectations of project deliveries.
  - Acting independently, impartially and in a professional manner at all times.
  - Ensuring project requirements are identified, understood, agreed by all and documented.
  - Providing a management system that ensures on-time delivery of the agreed product or service.
  - Providing brief, user friendly and easily accessible methods to express satisfaction or dissatisfaction and ensure that any dissatisfaction is resolved.
  - Meeting the statutory and regulatory requirements of the United Kingdom and other countries within which we operate.
  - Providing a good working environment and culture within the company and amongst contractors and suppliers;
  - Promoting a culture of honesty, good timely communication and assistance to each other.
  - Providing brief, user friendly and easily accessible procedures and processes that reflect the users' preferred method of working wherever practicable.
  - Ensuring that recognition is given to those that deserve it.

#### **4. QUALITY MANAGEMENT SYSTEM**

The international definition of a Quality Management System (QMS), contained in ISO9000: 2000, is "co-ordinated activities to direct and control an organisation with regard to the degree to which a set of inherent characteristics fulfils the requirements".

SoftSkan Limited has not sought certification under ISO9000, however, this recognised British Standard has been used to guide the QMS and reference is given.

The QMS is the logical and organised combination of everything (procedures, processes, policies) we all do every day to fulfil our Quality Policy and to meets our business and our customers' needs.

All employees, consultants and suppliers will be required to agree to the policy prior to commencement of activities.