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A series of informative events designed to get you thinking about a topic, followed by practical workshops to help you develop and grow your business and your network.

Become Tender Ready with our sample Policies and Templates...

Quality Standards and Procedures

N.B. in large or multi-site organisations it will be well worth investigating accreditation towards ISO 9001, an internationally recognised quality standard which shows how you deliver customer satisfaction, innovation of products and services and how you develop and motivate staff in order to achieve the targets set out in your company objectives/mission statement. For smaller organisations or consultancy organisations where this would not be practicable or manageable, we highly recommend that you develop at least a quality policy containing general provisions for budgetary control, project management and measuring customer satisfaction which can then be adapted to suit the needs of each project. A sample quality policy for these circumstances is given below:

[company name] is committed to quality assurance and has embedded quality assurance into the day-to-day procedures of the company which are detailed below:

- Each **[company name]** project has a Project Director responsible for management of the client relationship, client liaison, overseeing progress at all stages and ensuring effective communication between the team and the client throughout the duration of the project.
- Each **[company name]** project has a project plan, with timescales set for the delivery of all tasks. Tasks and timescales are agreed with the client at the inception meeting and regularly reviewed throughout the duration of the project.
- The Company's internal quality control processes require all major pieces of work to be cleared by a senior member of staff and for any reports or materials to be quality controlled by a Director and proof read by at least two members of staff.
- In addition to the Project Director, each **[company name]** project has a Project Manager who has the responsibility for day-to-day liaison with the client on administrative and organisational arrangements.
- **[company name]** anticipates that, in turn, the client will appoint a Project Manager to be their main point of contact for the duration of the project.
- At the initial project meeting for each **[company name]** project, a programme of key stages for reporting is agreed (or confirmed if it is already set out in the brief).
- At the initial project meeting (if not already specified in the brief), the **[company name]** team will agree with the client what 'overseeing' will be required. We encourage the establishment of a Project Steering Group or the use of an existing forum (such as an Evaluation Group), where appropriate, particularly for larger projects and/or lengthy pieces of work
- Project Directors and Managers welcome feedback from clients regarding the content, delivery and quality of our work and conscientiously respond to any comments regarding improvements and changes that are required and how any unforeseen problems might be resolved.
- **[company name]** will clarify the draft authorship and clearance measures for reports and procedures with the client at the outset of each assignment.



Network and Grow is running free workshops and seminars to help businesses in Wigan Borough grow and network together. Call us on **0845 481 8 148** to book your free place now

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- Complaints: in our experience these are extremely rare but when they do occur they are dealt with by the Project Director and we ensure that the situation is rectified and any necessary apologies are made. Where appropriate, learning is disseminated to the rest of [company name] staff.
- Client confidentiality: in undertaking assignments, [company name] recognises the importance of confidentiality and assures consultees of the confidentiality of their individual responses.



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