



## POLICY Quality

We are dedicated to our quality processes; these processes ensure that our products and services fully meet the requirements of our clients. The goal of the company is to achieve a high level of client satisfaction at all times. Commitment to the implementation of supporting managerial and business operational systems is essential to realising our goal.

We believe in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in quality.

### **The quality policy is based on 2 fundamental principles:**

1. Ensuring that we fully identify and identify the requirements of our customers.
2. Looking at our internal processes, identifying the potential for errors and taking the necessary action to eliminate them.

To ensure that the policy is successfully implemented, our people are responsible for identifying client requirements, and ensuring that the correct procedures are followed to meet those requirements. Objectives needed will be set, determined and monitored at Management Review to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy.

The Quality Policy principles and objectives will always be communicated and available to our people. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions. We are all committed to satisfying applicable requirements and to continual improvement of the system

We will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our clients. We shall ensure that all our people understand and fully implement our policies and objectives and are able to perform their duties effectively through an ongoing training and development program.

**Robert Barron** | Wiley - Chief Executive Officer



the project delivery company

