



Quality Assurance Policy

Policy and Procedure

Introduction & Context

Stanian Limited aims to provide professional services consultancy and support services to its customers on time, to specification and to agreed budget.

We are committed to achieving accreditation to the Quality Management System BS EN ISO 9001:2000, including aspects specific to the training and consultancy industry.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System will be defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EEC legislation and regulations we comply with all legislation specifically related to our business activities.

We constantly monitor our quality performance and implement improvements when and all work is peer reviewed at Partner level within our business before client delivery and also by the client project manager. Further our consultants are mainly accredited to the UK Institute on Business Consulting CMC (Certified Management Consulting) level which is of itself an independent certification of consulting competency.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.