

## Quality Policy

The staff of QRMC is committed to quality in all aspects of our work and to constantly seek to improve our performance. Key Performance Indicators for quality at QRMC are documented and reviewed annually.

The Quality components of our Integrated Management System, developed to ISO 9001 requirements, are designed by us to help us meet the needs of our clients and to ensure that quality is consistently achieved throughout all processes. It is built on the following principles:

- Understanding and conforming to the agreed requirements of our customers;
- Always delivering the right result first time, on time and within budget;
- Continually improving the effectiveness of the quality management system;
- Ensuring that all our employees understand and are committed to the quality management system; and
- Addressing risks and opportunities that can affect the quality of our services.

Our Quality objectives are:

- That we will ensure lessons are learned (achieve by discussing any non-conformances raised at the staff meeting following the issue being raised);
- That we will ensure that only error-free reports are distributed to clients (achieved by peer review and raising non conformance if significant, e.g. if final deliverables including meaningful errors are sent to clients); and
- That we will maintain our standing in the industry for providing high quality deliverables (achieved by having professional staff and peer review).

QRMC welcomes suggestions about how our management system can be improved and provides this Policy to interested parties via the company website.



Steve O'Rourke  
Director