

## QUALITY POLICY

### POLICY STATEMENT

JTP is committed to the provision of effective quality managed services in all business areas and operates a comprehensive policy of continuing quality improvement throughout the organisation. The policy objective is to develop and maintain the efficiency and effectiveness of the company's performance, for superior competitiveness and enhanced client satisfaction.

### KEY OBJECTIVES

The specific objectives of the policy are:

- 1) To ensure that all staff are properly trained and informed so that they understand fully the objectives and responsibilities of their tasks and how best to achieve them.
- 2) To discuss and agree with our clients the full nature of their project requirements and how we intend to satisfy their requirements.
- 3) To plan and organise our operations such that defined objectives are achieved correctly within their stated performance limits and with the minimum of wasted effort.
- 4) To carry out our activities in an organised and consistent way with the minimum level of control necessary to achieve all of the identified requirements.
- 5) To monitor and assess our performance in achieving objectives, in order to understand and permanently correct the cause of any detected problems.
- 6) To develop and improve continually the services offered to our clients so as to increase our productivity and competitiveness and enhance our reputation for consistent quality performance.

The quality objectives are designed to focus on customer care at all times, to encourage open and continual exchange of relevant information between all concerned parties, and to ensure prompt, courteous and satisfactory resolution of any problems or concerns that may arise during the course of an appointment.

In order to achieve quality objectives all staff are equipped with, and required to abide by the procedures and policies laid out in the Practice Handbook.

### REVIEW & RESPONSIBILITY

The management of JTP undertakes to continually review the Quality Policy and our performance towards meeting our objectives.



Signed (Managing Partner)

26/02/2018

Date

**REVIEW DATE**

26/02/2018

**NEXT REVIEW DATE**

31/01/2019 or sooner if required