



# QUALITY MANAGEMENT SYSTEM QUALITY POLICY 2023

Inner Circle Consulting (ICC) is a project and management consultancy specialising in programme management, leadership and delivery in the public and private sectors. The ICC service is characterised by superior quality advice, which saves our customers' money and significantly reduces risk.

As a company, we are committed to establishing and maintaining a robust and effective Quality Management System (QMS) in accordance with ISO 9001:2015 through which we can consistently deliver the highest quality projects and services to our customers and wider stakeholders.

We have established the Quality Policy and Quality Objectives to ensure that the QMS is compatible with the context and strategic direction of ICC. Therefore, in implementing this Quality Policy we specifically aim to:

- Be a customer-focused organisation.
  - Provide leadership and support required to establish and meet our quality objectives.
  - Continually develop core QMS processes and supporting documents to meet ICC's growth plan targets, and assist the business in meeting customer requirements and enabling evidence-based decision making, whilst delivering products and services consistently and to a very high standard.
  - Work in partnership with our customers and sub-contractors to ensure we deliver valued products and services, aiming to exceed their expectations.
  - Commit to a periodic review of our QMS, ensuring commitment to applicable requirements, focused on continual improvement, measure performance against key indicators and our quality management objectives.
  - Attract and retain staff who are appropriately qualified and committed in our QMS and competent to meet and exceed customer expectations, promoting a culture of continued improvement to all aspects of business delivery.
  - Ensure this Quality Policy is appropriately communicated to staff and wider relevant parties, including updates to such as and when they are made.
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Our quality objectives include to:

1. To increase the scale and coverage of our work across the UK, by December 2023
2. Maintain BSI certification to ISO9001:2015, by December 2023.
3. Work towards automating our HR processes by December 2023
4. To establish a best-in-class talent acquisition and development programme, with a team that reflects the communities we support, by December 2023.
5. Redesign Resource Management Processes to ensure that it's fit for purpose for our growing team, by December 2023
6. Implement internal CMAP training programme to enable effective commercial management, by December 2023
7. To put in place a forward plan that will enable us to achieve our business plan targets, and add a KPI to track revenue by October 2023
8. Design a more mature L&D programme that supports the learning needs of the company and employees, by December 2023
9. All live projects on CMAP have checklists completed in accordance to their relevant project stage, by November 2023

We believe through the implementation of this Quality Policy and our Quality Management System more generally; we can effectively provide the company and its customers with the confidence that our services and products will be delivered consistently and to a very high standard.

Approved by:



Chris Twigg, Director



Jamie Ounan, Director



Lorena Armitage, Director

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