 <b>Boomerang Consultancy</b> Implementing International Standards Into Businesses	<b>Quality Policy Statement</b>
Quality Management System	<b>QP01</b>

# ***Quality Policy Statement***

**Boomerang Consultancy Limited**


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## COMPANY INFORMATION

Boomerang Consultancy Limited (BCL) is a business that operates from the main office in Newcastle upon Tyne.

The primary services offered by BCL are:

- *Specification drafting and reviews advice*
- *Public Sector Regime Advice (UK/EU)*
- *Public Sector Business Advice Delivery*
- *Procurement Strategy Formulation*
- *Business Development and Strategy*
- *General Business Training*
- *Business Planning*
- *Tender documentation guidance, drafting and review*
- *Tender completion, evaluation and advice*
- *Programme and Project Management*
- *Tender Training*
- *Business Management / Healthcare Consultancy*
- *Web Design*
- *ISO Consultancy*


Other services may be offered as part of the consultancy role but may not be detailed within this document.

The operation model for the business is that our team members, associates and directors are home based with the intention of reducing the carbon footprint of the business.

As we are an IT related business, we utilise, where possible, the most suitable technologies to ensure:

1. Our remote workers are able to operate in a safe, structured and secure manner
2. Our data is transferred, transmitted, and stored securely in line with ISO 27001 and the Data Protection Act of 1998 (DPA 1998)

We primarily work with the private sector and are currently working with 3<sup>rd</sup> Sector and NHS Organisations.

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## QUALITY STATEMENT

The Policy of BCL is to determine, agree and conform to our Customer needs & expectations and recognises the benefits to be gained by following the philosophy behind Quality Management Systems, such as that defined in ISO 9001:2015. Obtaining and maintaining certification is the long-term aim of our Company and therefore will continue in its endeavor to follow the principles laid down by the Standard.

BCL recognises that to be competitive and maintain good economic performance in the 3<sup>rd</sup> Sector, we must employ management systems that continually improve the quality of our products and services and increase the satisfaction of our customers, employees, suppliers and the neighborhoods that we operate in. We will not only look to meet but exceed their expectations.

The key objectives of BCL work within the boundaries of our ever-evolving Quality Management System:

- We recognise the importance of health and safety within our organization so we have a robust policy and procedure which not only satisfies legal requirements but also protects our employees, agents, clients and suppliers. We work extremely closely with our Health and Safety Consultant who updates the policy whenever legislation arises but also ensures that we are ALL aware of the changes. We have a strict process in place should any health and safety incidents arise so that necessary changes are made immediately.
- BCL Maintains a policy of continual improvement. Working practices, the Company's effectiveness, customer satisfaction etc. are regularly monitored, the aim being to improve task management, methods of working and the service it provides its customers by using our order / work management system.
- Materials / services delivered to site / client site are checked to see that they are not damaged / that they comply with the original order and specification / remit.
- BCL recognises the benefits from a committed and highly skilled, well trained work force. BCL only employs competent workers and actively encourages staff to attend training courses to improve or broaden their skills set.
- Where BCL need to utilise subcontractors / associates they will, the majority of the time, use subcontractors / associates with whom they have worked with previously and whose work has been of the exacting high standards expected of our regular workforce. On the occasions when we engage with new contractors / associates, they are carefully selected, numerous references gained, their work closely monitored to ensure that the quality of work not only meets the standard required by the customer but also BCL. Wherever practicable, we will always assign an established or new subcontractor alongside a regular employee / manager.

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We have a process in place that allows our employees, members and stakeholders to:

1. Suggest ways of helping the company run more effectively and efficiently.
2. Suggest ways of improving the quality of products we use / deliver.
3. Suggest ways of improving the service that we use / deliver.
4. Suggest ways of being more environmentally friendly but maintaining quality.
5. Report defective goods or services or issues around quality that may have an impact on the company, the client, the community or the environment.
6. Utilise new technology to reduce delivery times, offer more services, reduce waste and improve the overall quality and effectiveness of the organisation.

**COMPLAINTS**


Any person who believes that this statement has not been adhered to is entitled to make an informal or formal complaint under the relevant procedure (for example, the disciplinary appeals procedure, complaints procedure or the grievance procedure for service users and members of the public).

Any complaints received will be taken seriously and dealt with accordingly. The fact that a complaint has been made shall not be disclosed without appropriate permission, or where it is felt that there may be a risk posed to other staff or service users.

**Please direct all complaints to:**

*The Managing Director  
Boomerang Consultancy Limited  
Boomerang Suite 25  
i8 Enterprise Centre, Lynnwood Terrace  
Newcastle upon Tyne  
NE4 6UL*

As the Managing Director I agree to the contents within this document and endorse that we will all follow the policy.

<b>Name:</b>	Mr. Paul Tute
<b>Position:</b>	Managing Director
<b>Signature:</b>	
<b>Date:</b>	18/07/2017
<b>Version</b>	2.0