

 Boomerang Consultancy Implementing International Standards Into Businesses	Quality Policy
Quality Management System	QP01

Quality Policy Statement

Boomerang Consultancy Limited

Document Reference: Quality_Policy_v2.4

Version No: 2.4

Issue Status: Issued

Issue Date: April 2021

Issue No: 05

Document Author and Owner: Paul E Tute

 Boomerang Consultancy Implementing International Standards Into Businesses	Quality Policy
Quality Management System	QP01

Document Control

This document is available in two forms, controlled and uncontrolled. The controlled variant is maintained electronically and accessed by authorized persons of the BCL Document Library. Uncontrolled variants are all other electronic and printed copies.

Document Details		
Document Author / Owner	Review Status	Review Date
Paul E Tute	ISSUED	16 th January 2017
Paul E Tute	ISSUED	1 st July 2018
Paul E Tute	ISSUED	1 st July 2019
Paul E Tute	REVIEWED / ISSUED	10 th December 2019
Paul E Tute	REVIEWED	7 th December 2020
Paul E Tute	REVIEWED / ISSUED	1 st April 2021

Version Control		
Change	Date	Version
Initial Draft	6 th June 2017	1.1
Further Work	28 th June 2017	1.2
ISSUED	18 th July 2017	2.0
Reviewed & Re-Issued	1 st July 2018	2.1
Reviewed & Re-Issued	1 st July 2019	2.2
Reviewed & Re-Issued	10 th December 2019	2.3
Address Change / Re-Issue	1 st April 2021	2.4

 Boomerang Consultancy Implementing International Standards Into Businesses	Quality Policy
Quality Management System	QP01

COMPANY INFORMATION

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

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*
- *Web Design*
- *Business Planning*
- *Tender documentation guidance, drafting and review*
- *Tender completion, evaluation and advice*
- *Programme and Project Management*
- *Tender Training*
- *Business Management / Healthcare Consultancy*
- *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 2018 (DPA 2018)

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

 Boomerang Consultancy Implementing International Standards Into Businesses	Quality Policy
Quality Management System	QP01

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 3rd 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

 Boomerang Consultancy Implementing International Standards Into Businesses	Quality Policy
Quality Management System	QP01

by the customer but also BCL. Wherever practicable, we will always assign an established or new subcontractor alongside a regular employee / manager.

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
Design Works, William Street
Gateshead
NE10 0JP*

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



Name:	Mr. Paul Tute
Position:	Managing Director
Signature:	
Date:	01/04/2021
Version	2.4