QUALITY POLICY STATEMENT

Virtus Consult is fully committed to the provision of a quality service that meets or exceeds customer requirements and expectations.

We fully recognise the importance of achieving good standards of quality management and quality control and the impact this has on the effectiveness and sustainability of our business. We also recognise the need to continually strive for improvement and shall provide a framework for setting and reviewing objectives and measurable targets as part of the management review process

We shall comply with all legal and other requirements that apply to our business.

We also recognise the need to continually strive for improvement and shall provide a framework for setting and reviewing measurable objectives. This is achieved through the implementation of a quality management system that is UKAS accredited to BS EN ISO 9001:2008 Quality Management Systems.

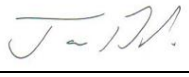
We expect everyone working for us or on our behalf to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with the provisions laid down in this Policy Statement, the Management System and the Companies' quality arrangements.

Management will:

- Ensure that all employees are aware of this Policy Statement and the requirements of our Management System;
- Ensure that the Company complies with all applicable regulatory and other requirements;
- Set measurable objectives for continuous improvement;
- Measure and monitor customer satisfaction;
- Analyse the causes of any complaints and take appropriate action to prevent recurrence;
- Ensure the availability and competence of resources to meet the requirements of this Policy Statement;
- Provide the necessary infrastructure and work environment to meet the requirements of the Management System;
- Encourage all employees and subcontractors to identify problems and make suggestions to improve all aspects of our working practices;
- Monitor and measure the effectiveness of our business processes and company objectives through our management review and internal audit processes;

We are constantly striving to improve the quality of our operations. We recognise that the success of this Policy depends on the combined efforts of all employees and subcontractors and to this end will fully support anyone encountering difficulties complying with it.

This Policy Statement will be reviewed annually, or sooner following experience or because of operational or organisational changes.

Signed on behalf of the Company: 

Position: **Director** Date: January 2017 Next Review Date: January 2018