

Quality Policy

Controlled Copy No.	004
------------------------	-----

This document is the property of the Ultimate Solution Partnership Limited and the information contained herein is confidential. The document, either in whole or part, must not be reproduced, or disclosed to others, or used for purposes other than that for which it is supplied, without prior written permission from the Ultimate Solution Partnership Limited, or, if any part hereof is furnished by virtue of a contract with a third party, as expressly authorised under that contract.

APPROVAL				
Version	Date	Compiled by	Reviewed by	Approved by
3.0	10/08/2015	K Patel	R D Smith	S A Hobden
4.0	20/01/2019	K Patel	R D Smith	S A Hobden
The Ultimate Solution Partnership File Ref no tusp/QP/AP/003				

DISTRIBUTION			
Name	Controlled Doc No	From (Version)	To (Version)
1 copy of each document to:			
PQQ File	001	c	c
tusp File	002	c	c
tusp File	003	c	c
tusp File	004	c	c
Uncontrolled copies distributed as required			
c = Current version			
AMENDMENT HISTORY			
Version	Sections	Amendment Details	
Draft 0.1	New	New document	
Version 1.0	Agreed	Agreed document published	
Version 2.0	Agreed	Document Update	
Version 3.0	Agreed	Document Update	
Version 4.0	Agreed	Document Update	

tusp are committed to providing service according to client's expectations in terms of quality and reliability and will provide adequate resources to sustain our planned business objectives. It is the policy of the organisation to commit and maintain a quality system designed to meet the requirements of EN ISO 9001:2015. We will communicate the Quality Policy throughout the organisation.

Client service is an essential part of the quality process and to fulfill this, all employees receive training on the awareness and understanding of quality and its impact on client service. We have established Process Quality and Management Objectives, which are subject to regular review to allow them to remain suitable. The organisation understands and commits to comply with legal and other requirements and maintains its awareness for continuous improvement, the directors and managers have established and implement this policy and commit that the Quality Management System is regularly reviewed for adequacy and effectiveness.

In our pursuit for quality we have set the following Management Objectives:

- ✓ **To maintain an effective Quality Management System complying with BS EN ISO 9001:2015**
- ✓ **To achieve and maintain a level of quality which enhances the organisations reputation with clients**
- ✓ **To evaluate business performance while maintaining our focus on the quality of our services**
- ✓ **To conduct our business in an ethical and professional manner**
- ✓ **To endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and put things right as soon as possible**
- ✓ **To evaluate our suppliers so that they are delivering quality that is consistent with our requirements**
- ✓ **To analyse client feedback, internal performance, financial performance and business performance data to enable us to measure the effectiveness of our Quality**



Richard D Smith
Group Managing Director