

Management Systems Policy & Objectives

It is our policy to achieve business success by providing Services which meet Client requirements.

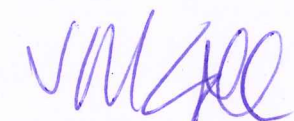
The Policy provides a framework for establishing and reviewing Quality objectives.

In order to support the policy John Rowan and Partners do the following:-

- Ensure staff are trained to do their job properly, efficiently and professionally – demonstrated by training and staff appraisal records.
- Ensure we document and agree our client requirements (taking into account any associated statutory & regulatory requirements) – demonstrated by Project Enquiry, Tender and Contract records.
- Ensure client satisfaction is monitored and appropriate actions taken – demonstrated by Client Satisfaction data and analysis records.
- Operate a Management System in line with the requirements of the Quality Management System Standard ISO9001:2008
- Ensure that the Management System is monitored and reviewed to confirm that it remains effective and to identify potential improvements

Objectives

Measurable objectives are set within the Management System which provide information about the effectiveness of the Business and the Management System. Individual objectives for all staff members are set and measured as part of the appraisal process.



Steve Gee
Managing Partner