



## Quality Assurance Policy

Highbury Planning Consultants Limited was established in March 2009 to provide planning, consents and regeneration services to the development industry and public sector. We are based in Highbury, London.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and ideally exceed their expectations. We are committed to continuous improvement and have established a Quality Management System that provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for employees
5. Regular audit of our internal processes
6. Measurable quality objectives that reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. This policy is posted on the Company Notice Board.

Though the Managing Director has ultimate responsibility for Quality, any employees would have a responsibility within their own areas of work, so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is 01/01/2019

Signed

Date: 05 March 2010