

Quality Policy

It is the policy of the organisation to provide a range of services, which meet the requirements of its clients and quality criteria and that projects are maintained on schedule at the agreed price. All work is carried out in a cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

This policy for quality has been established to ensure that it:

- Is appropriate to the purpose of the organisation, the expected level of client satisfaction and the needs of other interested parties
- Commits to meeting requirements and to continual improvement
- Ensures that the resource requirements are established and available
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.

Management is ultimately responsible for making balanced judgements, assessing the significance of variations and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, know how they can assist in the achievement of adequate quality and are stimulated and encouraged to do so.

This policy is approved and endorsed by the Proactive Learning Ltd Management. All personnel shall be guided by the contents of the integrated management system and no deviation from the methods and procedures set down shall be permitted.

Our objective is to continue to promote our inter-disciplinary culture to ensure that clients receive a depth and breadth of service unrivalled within our sector.