



David Tyldesley and Associates

QUALITY POLICY STATEMENT

This is the stated Quality Policy of David Tyldesley and Associates. It has been developed by the Principal (who is the Quality Manager) and Associates, in consultation with all Practice personnel. The Policy is given to all Practice personnel and discussed as necessary to ensure it is fully understood and capable of implementation in practice. It is available to clients on request.

We believe in professionalism and delivering excellence in our work. We operate within a self-imposed code of professional ethics that ensures integrity and avoids conflicts of professional interest. In meeting our clients' needs, we aim to meet, as a minimum, all relevant statutory requirements, codes of conduct and good / best practice guides. We seek to deliver services of the highest professional standards, meeting, or preferably exceeding, our clients' expectations, on time, within budget and, in all other ways, in accordance with the contractual arrangements that we will have put in place at the beginning of each project (or as subsequently amended by agreement).

We believe that this can only be achieved by sustaining and up-dating our individual professional knowledge, training and experience, working within fields that we are competent to work in, and by operating a comprehensive, co-ordinated quality management system.

The system is modelled on ISO 9001:2000 and was registered as compliant with the Standard from 1993-2008, when we decided not to continue registration owing to the diminishing relevance of the Standard to the way the Practice operates. The system is communicated, understood and implemented across the whole Practice. The Principal of the Practice is the Quality Manager who is responsible for the design and implementation of quality procedures and ensures the system is effective in all aspects of the Practice's work. By a continuous process of setting, monitoring, reporting on and resetting our quality objectives and standards, and by planning, doing, checking and acting on the results of checking our processes and activities, we strive to continually improve the quality of our services, the way that they are delivered and the quality management system itself.

The Practice Quality Policy is reviewed for continuing suitability on at least an annual basis.

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