

01 August 2016

## | QUALITY POLICY

## 1 QUALITY POLICY

S-RM is committed to quality in all areas of our business operations. S-RM operates a Quality Management System which is compliant with the requirements of ISO 9001: 2008. The Quality Management System is underpinned by S-RM's core values:

- Quality of Service
- Teamwork and Collaboration
- Client Focus
- Integrity and Honesty

S-RM aims to be a global leader in the provision of business intelligence and risk consulting services, to help our clients understand the risks to their business and to identify and implement the most effective means of mitigation. We seek to achieve this through understanding our client's needs and by looking to continually improve in all areas of the business through the following means:

- Ensuring that the Quality Management System, and this Quality Policy, are reviewed at planned intervals for continued suitability to the nature and scale of our operations;
- Training and developing our personnel;
- Obtaining client feedback on a regular basis, in order to continually improve all aspects of our organisation's performance;
- Ensuring that complaints are resolved as quickly as possible, analysing the root cause and taking action to prevent a recurrence;
- Ensuring our personnel are informed of our performance and direction and that all personnel are aware of the Quality Management System and their contribution towards achieving the quality objectives;
- Setting of measurable quality objectives which are consistent with this policy and reviewed by Senior Management at planned intervals;
- Encouraging all employees to identify issues and make suggestions to improve all aspects of our working practices.

The Quality Management System encompasses all activities in the provision of services to our clients. Senior Management is committed to promoting Quality Management throughout the organisation. The Quality Policy and its relevance is communicated to all employees of S-RM.



**Rob Harford, COO**