



## Quality Management Policy

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## **1.0 Scope and Exclusions**

This policy applies to all gbpartnerships (gbp) colleagues.

## **2.0 Policy Statement**

gbp's quality policy is to achieve sustained, profitable growth by providing services, which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of policies and procedures that underline the competence of the gbp in delivering to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all colleagues, who are individually responsible for the quality of their work, resulting in a working environment where continual improvement is encouraged. This policy is provided and explained to each employee by the Chief Executive Officer or Quality Team on induction and is publicised regularly through team meetings, weekly communications and quality management meetings.

To achieve and maintain the required level of assurance the Chief Executive Officer retains responsibility for the Quality System with interpretation into the operation controlled by the Quality Team.

## 3.0 Roles and Responsibilities

All colleagues are allocated with authority to perform their designated responsibilities. The following provides a summary of the principal responsibilities of the Chief Executive Officer and Quality Team who have ultimate responsibility for the implementation and review of the Quality Management Policies.

All colleagues share the authority and responsibility of identifying non-compliances or possible improvements and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

The Chief Executive Officer continually reviews the company's resources to ensure that adequate workforce, equipment, and materials are available to meet customer requirements.

### **Chief Executive Officer**

- Final approval of the Quality Assurance System.
- Management review.
- Resource review.
- Contract Management & Control review.

### **Quality Director**

- Resolution of Quality Assurance System Discrepancies.
- Final approval of the Quality Assurance System with Chief Executive Officer.
- Final approval of Documentation & Change Control (Quality System Documents).
- Review of company policies with the Quality Team.
- Escalation and communication to Chief Executive Officer and Executive team.

### **Quality Team**

- Internal audit.
- Control and maintenance of the Quality Management System.
- Supply chain review.
- Implementation of the quality initiatives.
- Training and resources.

### **Quality Administrator**

- Construct quality documents in a professional, articulate, and presentable manner.
- Undertake construction of organisational organograms using software.
- Ensure continuous improvement on a quality level.
- Make notes and track efficiency and success of certain quality endeavours.

## **4.0 Implementation of Policy**

### **4.1 Objectives**

The objectives of the Quality Assurance System are:

- All gbp colleagues will undertake a minimum of 2 Quality or Continuous Improvement related training/awareness sessions every year.
- To ensure compliance with relevant statutory and safety requirements. The target is 0 breaches.
- To maximise client satisfaction with the service provided by gbp. 70% of willing clients will be surveyed at the end of their project.
- To strive for continuous improvement through a process driven approach. Each business area (including Finance) will either document or audit a minimum of 2 processes annually.
- To demonstrate leadership and engagement of people. The Executive Team will support 2 all-staff quality-related communication/training sessions annually.

### **4.2 Quality Planning**

As the Company operates non-standard type and range of services, customer satisfaction and quality are monitored by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be monitored, communicated, and achieved, ensuring satisfaction of all customer declared needs.

### **4.3 Quality System**

The Quality Assurance System applies to all activities of the Company. The Quality Assurance System is fully documented and structured in 2 levels:

#### **4.3.1 Level 1: Quality Manual**

This document details the Corporate Quality Policy and structure of the Company and references appropriate Operating Procedures.

#### **4.3.2 Level 2: Operating Procedures**

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracted service.

### **4.4 Quality Team Management Review and Internal Audit**

The Quality Team are the primary source of quality standards within the company. They manage the QMS on behalf of gbp. Quality equates to efficiency, and a qualitative experience should reflect outwards to all gbp colleagues. Quality demonstrates capability, and is reflected through the engagement of people, a process approach and data-driven decision making.

The Internal Audit programme is planned and conducted by the Quality Team, with support from other suitably qualified and experienced individuals as necessary. It is based on the importance of processes within the business to the achievement of quality objectives, changes within the organisation, the risks affecting the business and the results of previous audits.

A Management review of the suitability and effectiveness of the Quality System takes place regularly. During the management review meetings actions are allocated and minutes taken to record the development of the Company's management system.

#### **4.4.1 Management Review Objectives:**

- To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the client's needs and expectations, and functioning in accordance with the established Operating Procedures.
- To expose irregularities or defects in the system, identify weaknesses and evaluate possible improvements.
- To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- To review any complaints received, identify the cause, and recommend corrective action if required.
- To review the finding of internal/external audits and identify any areas of recurring problems or potential improvements.
- To review the reports of non-conforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. A comprehensive Audit Programme is compiled at least a year in advance, however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Team. Non-conformances observed are brought to the attention of the person responsible, and are recorded, documented and subject to timely corrective action to ensure full rectification.

#### **4.5 Documentation & Change Control**

All core documentation is considered to be "living", that is, it is constantly able to be changed as processes, improvements, corrective actions etc are identified to a process or the management system. All documentation is controlled through the change control process and deployed once it is confirmed that there will be no negative impact on the wider Management System.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Team who ensure that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and reviewed as necessary to ensure clarity.

Each client has a File which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

#### **4.6 Process Control**

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are informed by the agreed contract specification and any documents referenced therein, alternatively work is also performed in accordance with nationally accepted codes of practice.

#### **4.7 Preventive & Corrective Action**

All customer complaints are subject to review and rectification by the process owner, alongside the relevant director. The type and extent of the complaint is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure customer satisfaction.

All colleagues are encouraged to suggest improvements in methods, materials, suppliers, and supply chain. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

#### **4.8 Records**

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic/digital media, these are subject to being back-up at regular intervals, with the back-up information being stored in a protected location to ensure security from loss/damage of active data.

Records are retained in line with the company retention policy.

#### **4.9 Training**

The policy of the company is to ensure that all colleagues are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits colleagues capable of meeting the technical, skill, experience, and educational requirements of the company's activities. Where this is not possible, professional development, on-the-job training and external providers may be procured to ensure coverage.

All colleagues and management are responsible for ensuring that those allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Directors, typically through a third-party learning management system (LMS).

Full records are maintained of all training undertaken by colleagues.

## 5.0 Documentation Control

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