



## Quality Policy

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## Version Control

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0.1	24/10/2019	Louise Jones	Kate Lincoln	General edits
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## 1 Quality Commitment

risual recognises the importance of quality management and aims to enhance client satisfaction by the effective application and improvement of the QMS, providing assurance to clients of high standards and quality outputs.

The commitment to quality comes directly from the risual Board of Directors and Senior Management Team, ensuring effective quality management of our business processes and activities throughout the business.

It is the policy of risual to:

- Ensure a quality policy and objectives are established for the QMS which are compatible with the context and strategic direction of risual.
- Ensure the integration of the QMS requirements into risual business processes.
- Promote the use of the process approach and risk-based thinking.
- Ensure that resources needed for the QMS are available.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensure that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Satisfy applicable statutory and regulatory requirements.
- Promote continuous improvement.
- Review the QMS at planned intervals to ensure its suitability, adequacy, effectiveness and alignment with risual's strategic direction.

### 1.1 Client Focus

risual's senior management have a clear commitment to client satisfaction which is demonstrated by ensuring that:

- Client and applicable statutory and regulatory requirements are determined, understood and consistently met;
- The risks and opportunities that can affect conformity of services and the ability to enhance client satisfaction are determined and addressed;
- The focus on enhancing client satisfaction is maintained.

### 1.2 Accountability and responsibilities

Responsibility and accountability have been defined for:

- Ensuring that the quality management system conforms to the requirements of ISO 9001:2015;
- Ensuring that the processes are delivering their intended outputs;
- Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management;
- Ensuring the promotion of client focus throughout risual;
- Ensuring that the integrity of the quality management system is maintained when changes to the QMS are planned and implemented.

## 2 Quality objective

risual's quality objective is to achieve:

- 100% satisfied clients.

This objective is measured through the collection of client satisfaction survey responses based on the products and services we provide to our clients. Performance to this objective is reviewed at the monthly Senior Management Team meetings and communicated with the business.

### 2.1 Objective framework

risual's quality objective is set to:

- Assess conformity of our services to enhance customer satisfaction;
- Enable assessment of the effectiveness of the QMS;
- Ensure quality is engaged at all levels and departments.

## 3 Quality Management System

risual has adopted a process based QMS based on the requirements of the ISO 9001:2015 standard.

risual has determined the processes needed for the quality management system and their application throughout risual, and will:

- Determine the inputs required and the outputs expected from these processes;
- Determine the sequence and interaction of these processes;
- Determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- Determine the resources needed for these processes and ensure their availability;
- Assign the responsibilities and authorities for these processes;
- Address the risks and opportunities defined;
- Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results;
- Improve the processes and the quality management system.

### 3.1 Processes in Scope

risual determine a process to be in scope of the QMS if the process plays a part in the delivery of services to our clients e.g. rCS Project Start Up. These processes will be subject to the QMS controls.

Support processes that are out of scope are not managed as part of the QMS.

### 3.2 Principles

risual's QMS is based around seven key quality management principles:

- Client focus;
  - Leadership;
  - Engagement of people;
  - Process approach;
  - Improvement;
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- Evidence-based decision making;
- Relationship management.

### 3.3 Scope of the Quality Management System

risual's QMS covers the entire organisation, including all departments.

- Sales & Marketing;
- Operations;
- Skills;
- Consulting;
- Managed Services.

#### 3.3.1 ISO Requirements

The following ISO 9001:2015 requirement is out of scope of risual's QMS:

- 7.1.5 – Monitoring and Measuring Resources

All other ISO 9001:2015 requirements are in scope of risual's QMS.

#### 3.3.2 Locations

risual's QMS is operated at a variety of locations, including its offices in Stafford, employee's home address and client's sites, as detailed below.

- Unit 5 Parker Court, Staffordshire Technology Park, ST18 0WP:
  - Operations
- Unit 12 Parker Court, Staffordshire Technology Park, ST18 0WP:
  - Managed Services
- Unit 15 Parker Court, Staffordshire Technology Park, ST18 0WP:
  - Sales & Marketing
- Employee's home address:
  - Consulting
  - Sales & Marketing
  - Managed Services
  - Skills
- Client site:
  - Consulting
  - Managed Services
  - Skills