



QUALITY ASSURANCE POLICY

GHPC Group Ltd understands the importance of managing projects & client contracts in a professional and structured manner.

Our commitment to Quality Assurance:

- **Systems & Procedures** Ensuring that all technical and administrative functions are carried out in-line with agreed and planned systems & procedures, with control & standardisation of production/format of documentation, to promote best working practices.
- **Audit Trail** Ensuring that all systems & procedures are well documented and kept up-to-date.
- **Realistic Planning** Ensuring that all projects are realistically planned in terms of resources, finances & Client expectations.
- **Technical Infrastructure** Ensuring that all staff have the necessary Technical Expertise with training & mentoring provided to supplement/improve knowledge.
- **Management** Ensuring management provides the necessary support and open communication channels for staff feedback/requests for assistance, through regular internal project/Client meetings and one-to-one sessions.
- **Employee Empowerment** Empowering employees to appreciate/understand their own abilities & limitations and to provide procedures for promoting their feedback where there is a gap in knowledge / expectations.
- **Continual Improvement** Ensuring that all quality systems & procedures are measured against specified targets to ensure continual development.
- **Transparency** Reporting performance honestly and implementing a feedback system to encourage input from all stakeholders.

The Directors of GHPC Group Ltd will monitor and review this policy on an annual basis.

A handwritten signature in black ink, appearing to read 'Paul D Davies'.

Paul D Davies
Managing Director