

# Quality Policy

## Conson FM Consulting Limited

### Purpose

The purpose of this Quality Policy is to demonstrate Conson FM Consulting Limited's commitment to consistently deliver services that meet customer expectations and regulatory requirements, ensuring satisfaction and continuous improvement across all areas of our business. Working towards a policy which aligns with ISO 9001 and its quality management principles.

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### Scope

This policy applies to all employees, processes, and operations within Conson FM Consulting Limited. It covers all services provided by the company and is applicable to all locations where we operate.

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## Quality Policy Statement

At Conson FM Consulting Limited, we are dedicated to providing high-quality services that meet the needs of our clients while maintaining the highest standards of quality, reliability, and professionalism. To achieve this, we are committed to:

- **Client Commitment** – We prioritise understanding the unique needs of our clients and delivering solutions that not only meet but aim to surpass expectations.
- **Guiding Leadership** – Our management provides clear goals and direction while encouraging a company-wide focus on high-quality standards.
- **Empowering Employees** – We value our team members as essential to our success, equipping them with training, tools, and opportunities to actively enhance quality in their work.
- **Efficient Processes** – We organise and coordinate our activities systematically to ensure reliable, consistent, and streamlined outcomes.
- **Ongoing Enhancement** – We continually assess and refine our methods to improve performance, effectiveness, and service quality.
- **Data-Driven Choices** – All decisions related to quality are grounded in factual, accurate, and dependable information.
- **Collaborative Partnerships** – We work closely with clients, suppliers, and partners to strengthen relationships and deliver superior results.

## Quality Objectives

To support this policy, Conson FM Consulting Limited has established the following objectives:

- **Client Experience** – Deliver services that consistently meet client expectations, ensuring satisfaction through reliability and attention to detail.
- **Operational Efficiency** – Streamline workflows and adopt best practices to reduce inefficiencies and optimise performance.
- **Team Development** – Provide all employees with relevant training and guidance to fully understand their roles and responsibilities in maintaining quality.
- **Service Reliability** – Implement strong quality controls to minimise errors and maintain high standards across all services.
- **Regulatory Compliance** – Adhere to all applicable laws, regulations, and industry standards, ensuring responsible and accountable operations.

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## Responsibilities

- **Owner** – Lead by example, ensure this policy is communicated and applied throughout the organisation.
- **All Employees** – Follow the Quality Policy and contribute to improving processes and outcomes.

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## Review and Communication

This Quality Policy is reviewed at least annually to ensure it remains relevant and effective. It is communicated to all employees and made available to clients and other interested parties.

**Signed:**

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David Woodford  
Owner

**Date: 10<sup>th</sup> October 2025**