

QUALITY ASSURANCE POLICY

Girvan Group is committed to securing and maintaining the confidence of its clients and customers by providing quality resources and services to be able to meet client and customer requirements and expectations to the best possible extent.

Girvan Group's Quality Management System aims achieve this objective by:

- Communicating its quality policy and procedures to all staff to ensure they understand their responsibilities and roles in delivering a quality service and the desired outcomes.
- Top management to assess quality related risks and opportunities presented to secure the best possible outcomes for Girvan Group and all its stakeholders
- Providing appropriate resources and services to comply with applicable laws, standards documentation and contractual requirements.
- Ensure Girvan Group's internal management and operational systems continue complying with ISO 9001 - 2015 requirements.
- Evaluating the project and materials proposed to develop an effective methodology for delivery of agreed outcomes. Where appropriate suggest alternative materials for consideration, to ensure the best possible outcome for our clients and customers.
- Responding promptly to client / customer queries / concerns, to ensure their needs are satisfied to the best possible extent.
- Seeking feedback from staff, clients and customers to improve its internal management and operational systems.
- Periodically reviewing and revising its quality policy to ensure it remains relevant to Girvan Group's goals and objectives.



Michael Girvan
Managing Director

Policy Review Date: June 2020