



Quality Assurance Policy

GHP Consultancy 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 Partners of GHP Consultancy will monitor and review this policy on an annual basis.

Quality Assurance Policy approved August 2005. Reviewed August 2006.

Paul D Davies
Managing Partner