



The Business Partnership Ltd

BP20 QUALITY POLICY

The Business Partnership Ltd and subsidiaries offer consultancy, recruitment and training services to a variety of businesses in Scotland. Our aim is to make businesses more competitive, more successful, helping to create jobs and revenue and maximising our contribution to a successful Scottish economy.

The directors and staff of the Business Partnership are committed to providing a high quality service which consistently meets or exceeds our customers' and other stakeholders' expectations, and continually improving our own quality performance.

Consequently, a Quality Management system has been established to ensure compliance with the requirements of ISO 9001:2015. Compliance with this Policy and Management System is mandatory for all employees of the Business Partnership Ltd.

As part of our effort to continuously improve our services we have set the following general aims:

Quality System aims to:

- achieve consistency and reliability in our service provision;
- supply our customers within specified time-frames;
- consistently meet Statutory and Regulatory requirements; □ strive to exceed requirements for all stakeholders; □ develop ever improving standards of service and quality.

In addition to the general objectives detailed above, specific measurable objectives are set by the Chief Executive and communicated to all employees. These are subject to review during annual Management Review meetings.

The Quality Manager has the authority and responsibility for the implementation and control of the system and shall ensure that quality documentation is available and accessible to all personnel and that they are fully aware of all quality assurance affecting their role.

The Chief Executive is committed to providing the availability of personnel, resources and equipment to ensure these objectives are met.

This Policy is available to interested parties upon request and proactive communication of the Policy is undertaken with major suppliers and sub-contractors.

Signed:

George Archibald

Chief Executive
