



Moore Stephens Insight are committed to a Quality Policy that ensures we consistently meet Client quality and reliability needs and expectations. We aim to achieve these in a safe, responsible, ethical, sustainable, and environmentally sound way, supported by our vision, strategy, policies and procedures. We will actively promote and administer a strong Quality focussed culture amongst our staff and our sub-contractors.

To assure these objectives are realised, we have established a Management System incorporating the requirements of ISO9001:2015. We also assure the health, safety, and welfare of employees whilst at work in line with the Health & Safety at Work act 1974.

The Management Team are committed to the leadership, implementation, development and continuous improvement of the Management System, policies, work practices, procedures and competencies to meet the developing needs of our clients, regulatory, statutory and other requirements, including the aim to enhance customer satisfaction.

The Management Team has adopted a risk-based strategy to identify, assess and raise awareness of business risks and opportunities; implementing processes and procedures to prevent and mitigate negative risks whilst pursuing positive opportunities.

The communication of the Management Team's commitment to the management system is via this policy statement, publication of Company Policy, procedures, training, supervision, work instructions, and day-to-day communications. All employees are encouraged to participate in the development of the management systems of work including relevant improvement projects.

Company policies, objectives and targets are established and reviewed during 'Management Review'. Objectives and obligations can also be established via legislation changes, periodically by Management directives and meetings, and for specific project works.

It is the responsibility of management and employees to understand and apply this policy, associated procedures, practices and project/product specific documentation in all aspects of their work to maintain and improve our high standards and reputation. This policy and associated procedures are monitored by internal and external audit and inspection.

A copy of this Policy is displayed in key offices and on the Intranet and is available to any interested parties, employees and persons working on our behalf.

As Director I have overall responsibility for this policy and have allocated all necessary resources for its implementation and ongoing compliance.

Peter Morley, Director

1. ISO 9001 Quality Objectives

It is our policy to take a proactive approach to understanding our client’s requirements and delivering them to specification, on time, within budget and strive to exceed clients’ expectations.

Our Quality Management System (QMS) is there to help us achieve this through a series of procedures and to support us in continually improving our performance. We ensure that every member of our organisation (both employee’s and external consultants) is actively engaged in this process to ensure our success in today’s competitive business environment.

Our Quality Objectives are outlined in the tables below and supplement others which are all designed to ensure we have a financially viable, forward-looking company whose focus is on meeting our clients’ needs.

1.1. Customer Focus

Objectives	Metrics	Targets
Increasing diversity of project portfolio	<ul style="list-style-type: none"> Client base 	Increase clients outside of the public sector, expand verticals and deliver internationally. Diversity score of 120.
Maximise opportunities through regular review and marketing of products and services	<ul style="list-style-type: none"> Frameworks Leads list 	Increase awareness of our offer through optimised variety of channels and expanded service list.
Professional, successful proposals to meet client requirements and timescales	<ul style="list-style-type: none"> No. of bids won 	Deliver highly targeted, professional proposals, resulting in increased successful bids.
Constant review of proposals based on learning from unsuccessful bids	<ul style="list-style-type: none"> Review of impact of improvements 	Constant review of procedures and outputs to improve bid success rate.
Regular review of client satisfaction with responsive actions where appropriate	<ul style="list-style-type: none"> Customer satisfaction survey 	95% customer satisfaction rating
Nominations and success for appropriate industry awards	<ul style="list-style-type: none"> Nominations Awards Certifications 	To achieve 3 nominations and become multi award-winning. Annual retention of accolades.
Record of opportunities, complaints and corrective actions	<ul style="list-style-type: none"> Compliments Complaints Customer feedback 	Regular evaluation of compliments, complaints and feedback with 100% ownership of improvement actions.

1.2. Operational Excellence

Objectives	Metrics	Targets
Delivery of projects to time, quality and budget	<ul style="list-style-type: none"> • Time • Quality • Budget 	90% of all active projects meeting or exceeding expected targets.
Risk-based management framework with corrective actions	<ul style="list-style-type: none"> • Risk register 	Average current risk score to be maintained below 9.
Streamline processes and procedures to improve efficiency	<ul style="list-style-type: none"> • Procedure library 	100% of operational procedures documented and checked.
Enhance the quality of business information and strategic decisions through the collection, analysis and sharing of appropriate data and KPI's	<ul style="list-style-type: none"> • Management review meeting 	Completion and consideration of a comprehensive balance scorecard on a monthly basis.
Class-leading IT security	<ul style="list-style-type: none"> • Microsoft Secure Score 	Maintenance of Microsoft Secure Score above 120. Review and implementation of any updated security measures.
Collaboration by default	<ul style="list-style-type: none"> • Skype licences • Teams licences 	90% of all licensed employees and consultants fully active on selected collaboration tools

1.3. Learning and Growing

Objectives	Metrics	Targets
Attract and retain quality resources with the necessary skills, experience and attitude to deliver excellent assignments	<ul style="list-style-type: none"> • Recruitment • Retention 	Increase in recruitment of skilled workforce in line with growth targets. A minimum average retention rate target of 30 months.
Continuous training and development to support employees and consultants through realistic development of their skills	<ul style="list-style-type: none"> • Training records • Employee reviews (121 or equivalent) • CV's 	Well trained, competent workforce using 5% of their time for training, qualifications and relevant initiatives.
Develop strategic partnerships with organisations who complement / enhance our work and/or resources	<ul style="list-style-type: none"> • No. of active partnerships 	Maintain constructive partnerships with 20+ key strategic organisations.
Continual improvement of the Quality Management System	<ul style="list-style-type: none"> • Management team review actions list 	All non-conformities addressed and identified improvements implemented within the QMS.

2. ISO 45001 Occupational Health & Safety Objectives

Whilst we are not currently ISO 45001 certified, we continually strive to meet the requirements of the standard. The key areas which are important to us and our employees are outlined below:

Aspect	Objectives	Metrics	Targets
Health & Safety Awareness	Promote health & safety awareness to all workers under our control	<ul style="list-style-type: none"> • Publication of relevant safety information. • Toolbox Talks. 	Informed workers.
Information, Training, Competence	Provide suitable information, training, equipment and supervision to employees according to task and business needs, in order to perform their duties competently and safely	<ul style="list-style-type: none"> • Identify training and competence gaps. • Training records. • Skill Matrix 	Close training and competence gaps. Maintain Training records. Maintain Skill Matrix
Industry Best Practice	Encourage staff to consider safe best practices.	<ul style="list-style-type: none"> • Communication of industry best practices (receiving and outgoing) 	Informed workers. Safer work environment. Safer work practices.