

# Quality Policy

---

## Document Control

Issue	Issue Date	Author Initials
1	October 2015	GD
2	October 2016	GD
3	October 2017	GD
4	June 2018	GD
5	June 2019	GD
6	June 2020	GD
7	June 2021	GD
8	August 2022	DP
9	March 2024	SP

### Signatures



Nick Willars  
Director & Co-Founder



Gerard Daws  
Director & Co-Founder

---

## Quality Policy

**It is the policy of Plan A Consultants Ltd to maintain a Quality Management System (QMS) designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.**

It is the policy of Plan A Consultants Ltd to:

- Strive to satisfy the requirements of all our Clients, and interested parties whenever possible, meeting and exceeding their expectations.
- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
- Ensure the reduction of hazards, prevention of injury and ill health.
- Provide all resources and equipment, trained and competent employees and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.
- Commit to making the workplace accessible to all, making reasonable adjustments accordingly, including a regular audit of all facilities, resources and equipment.

This Quality Policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on Client service.

To ensure that Plan A Consultants Ltd maintains its awareness for continuous improvement, the quality system is regularly reviewed by the Senior Directors to ensure it remains appropriate and suitable to our business. The QMS is subject to both internal and external annual audits.

**Plan A Consultants Ltd**

Design Management  
Second Floor  
Harella House  
90-98 Goswell Road  
London EC1V 7DF

[www.planaconsultants.com](http://www.planaconsultants.com)

**T** +44 (0)20 8065 0459

**E** [info@planaconsultants.com](mailto:info@planaconsultants.com)

Plan A