

QUALITY STATEMENT

IEH Consulting Limited pursues a Quality Management approach that mirrors the principles and requirements of ISO 9001 as laid out in the ISO document 'Quality Management Principles'. *

The key advantages of such a system are improved efficiency and increased stakeholder satisfaction, as well as facilitating continual improvement of our operations.

Improved efficiency and effectiveness

This is achieved by:

- **Enhancing leadership**
This principle focuses on those leading the organisation and encourages them to set clear objectives and expectations.
- **Keeping company Associates informed**
This is the principle of keeping Associates informed about and involved in what the company is doing. It encourages accountability among staff and creates enhanced motivation and performance.
- **Using a process approach**
Using a process approach means thinking about our work as a set of activities that together help us reach a goal, rather than a string of separate tasks. This keeps us more organised and focused on our key objectives.
- **Establishing a systematic approach to management**
This principle involves grouping interrelated process together into systems to achieve more efficient management. It requires us to manage operations proactively, rather than reactively.
- **Facilitates fact-based decision-making**
Our approach encourages businesses to use data and analysis to make decisions, rather than relying on opinions, immediate reactions, traditions or other means.

Increased Stakeholder Satisfaction

Meeting customers' needs is the primary goal of any business. These principles directly help businesses to meet their expectations, as well as those of other stakeholders:

- **Customer focus**
This is the first principle of ISO 9001 and one that IEH Consulting has adopted. We focus attention on our customers' needs and how to meet or surpass those expectations.
- **Mutually beneficial supplier relationships**
Businesses and their suppliers depend on each other to reach their goals. This principle is adopted by IEH Consulting to encourage strong relationships with our suppliers that benefit both our business and the supplier's.

* <https://www.iso.org/files/live/sites/isoorg/files/archive/pdf/en/pub100080.pdf>

Continual improvement

This principle deals with all aspects of our business. It asserts that IEH Consulting, as a primary business goal, is always improving our products, services and internal operations. The 'Plan, Do, Check, Act (PDCA) Cycle' is used to achieve this.

Benefits

The benefits provided by following our Quality Management system include:

- The ability to compete on an even playing field
- Identification of where major cost savings are made
- More focused operations, with a path to success clearly mapped out

Planning

Planning is a key aspect of our Quality Management System. The following questions are uppermost:

1. What are we trying to achieve?
2. What could stop us from achieving our objectives?
3. How will we address these issues?
4. How can risks be turned into opportunities?
5. How can opportunities help us to improve?
6. Who will be responsible for actions?
7. When will we need to take action by?
8. How will we know whether our actions were effective?

Management review

Management review is an essential element of our quality management system. It is the formal point at which the Directors and board review the effectiveness of the system and ensure its alignment to our strategic direction. Management review takes place at planned intervals with an agenda of standard inputs. Management review meetings, tied to the regular formal consideration of risks to the company's operations, typically take place quarterly. Documented information in the form of written minutes on the management reviews is retained and archived.