



# QUALITY POLICY

## ARTICLE 13 LTD

article 13

### COMMITMENTS

It is the policy and overall business objective of Article 13 Ltd to provide services of the highest quality and – at a minimum – in compliance with the client’s specified requirements.

It is also the objective of Article 13 Ltd to enhance its reputation and capabilities in order to gain wider recognition in its field of expertise.

Article 13 Ltd recognises that genuine commitment to understanding the present and future needs of its clients is essential to the achievement of these objectives and thus continually strives to ensure that the needs and reasonable expectations of the clients are realised in the quality of the services it provides.

All client project deliverables will be peer reviewed.

All data is treated in accordance with the requirements of the Data Protection Act 1998

The Quality Management System is described in the Quality Assurance Manual and detailed in Quality Procedures Manual.

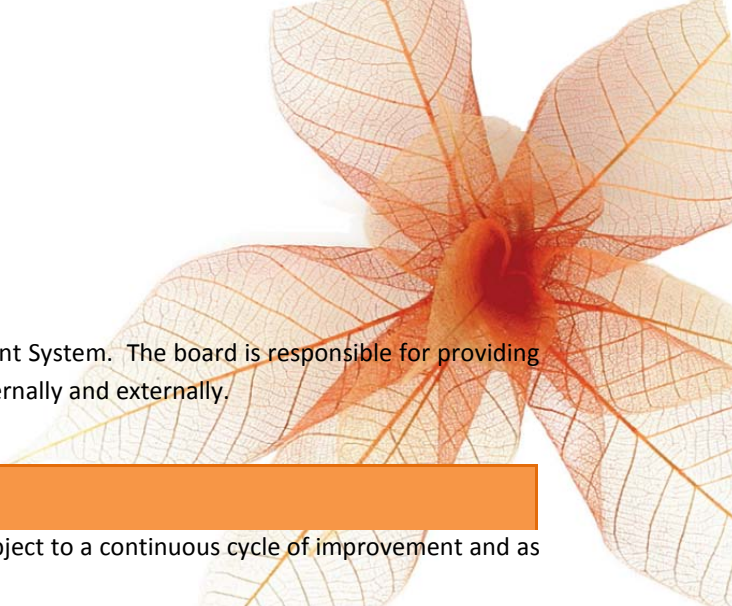
### STAFF RESPONSIBILITIES

The cooperation of all employees, contractors, associates and temporary workers is essential for the success of this policy. Staff are expected to:

- Undertake Induction and refresher training on the Quality Management System and consistently integrate Company quality procedures and Customer Satisfaction Objectives into every aspect of their work
- Notify the Quality Management team of non-conformances or potential enhancements
- Project plan their activities to allow sufficient time for peer review

### MANAGEMENT RESPONSIBILITIES

The Directors are responsible for implementing the quality policy. **Jane Fiona Cumming** is the designated Quality Manager of Article 13 Ltd and works closely with **Lacey Ward** (the Internal Quality Auditor) to ensure



smooth and efficient management of the Quality Management System. The board is responsible for providing oversight of these quality procedures and practices, both internally and externally.

## REVIEW

Records relevant to quality processes and procedures are subject to a continuous cycle of improvement and as such are reviewed regularly as follows:

- Monthly internal audits – undertaken by the Internal Quality Auditor using the internal quality audit matrix and signed off by the Quality Manager
- Quarterly quality management meetings – attended by the Internal Quality Auditor, Quality Manager and any other member of staff as deemed appropriate
- Board meetings – included as an agenda item for discussion by members of the board
- Annual external audit – carried out by CQS (Certified Quality Systems) Ltd
- Annual revision of the manual and procedures (including this policy) – undertaken by the Internal Quality Auditor and signed off by the Quality Manager

## COMMUNICATIONS

A copy of this policy and all subsequent revisions will be brought to the notice of each employee and associate. All new employees will receive a hard or electronic copy and a verbal statement on quality as part of their induction training.

All staff will be notified as appropriate by email or through existing status meetings when revisions are made to the procedures, non-conformances are identified or noteworthy client feedback is received.

Staff views and questions relating to quality are actively encouraged and should be raised with the Quality Management Team.

## ASSOCIATED DOCUMENTS

- Sustainability Policy
- Quality Manual
- Quality Procedures
- Customer Satisfaction Objectives
- Internal Audit Matrix
- Internal Quality Audit form
- Quarterly Management Meeting Agenda and Minutes form



- Non-Conformance form
- Customer Feedback Survey
- Training Records and Training Needs Analysis forms
- Final Brief Approval form
- Design Approval form

## RELEVANT LEGISLATION AND STANDARDS

- ISO9001:2008
- Data Protection Act 1998
- Computer Mis-use Act 1990
- European Union Data Protection Directive 1981

*Jane Fiona  
Cumming*

Jane Fiona Cumming

article **13**