



QUALITY MANAGEMENT SYSTEM

QUALITY POLICY

APRIL 2024-MARCH 2025

Inner Circle Consulting (ICC) is a project and management consultancy specialising in programme management, leadership and delivery in the public and private sectors. The ICC service is characterised by superior quality advice, which saves our customers' money and significantly reduces risk.

We are a 21st century consultancy for 21st century challenges, aiming to deliver strong public services and thriving places so everyone can live a good life. The big missions of local government and its partners are our purpose. Working alongside the public sector for more than a decade, we know the impact of austerity, Covid and the cost-of-living crisis and we know that radical transformation and rebuilding civic trust in institutions are the only way to foresee and prevent future crises. Our success lies in the success of future leaders to maintain their organisations' relevance and viability in a world marked by inequalities, and inadequacies in the public response.

We have established and continue to maintain a robust and effective Quality Management System (QMS) in accordance with ISO 9001:2015, through which we can consistently deliver the highest quality projects and services to our customers and wider stakeholders.

We have produced this year's Quality Policy and Quality Objectives to ensure that the QMS is compatible with the context and strategic direction of ICC. Therefore, in implementing this Quality Policy we specifically aim to:

- Be a customer-focused organisation.
 - Provide leadership and support required to establish and meet our quality objectives.
 - Continually develop core QMS processes and supporting documents to meet our business plan objectives and assist the business in meeting customer requirements and enabling evidence-based decision making, whilst delivering products and services consistently and to a very high standard.
 - Work in partnership with our customers and sub-contractors to ensure we deliver valued products and services, aiming to exceed their expectations.
 - Commit to a periodic review of our QMS, ensuring commitment to applicable requirements, focused on continual improvement, measure performance against key indicators and our quality management objectives.
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- Attract and retain staff who are appropriately qualified and committed in our QMS and competent to meet and exceed customer expectations, promoting a culture of continued improvement to all aspects of business delivery.
- Ensure that this Quality Policy is appropriately communicated to staff and wider relevant parties, including updates as and when they are made.

Our Quality Objectives for 2024 are as follows:

1. Maintain BSI certification to ISO9001:2015, by October 2024.
2. Establish and train a new QMS Management and Internal Audit Management Team by April 2024.
3. Establish a Quality and Impact enabling workstream programme, by June 2024, with the following objectives:-
 - ⇒ To shift culture and mindset to make quality a priority
 - ⇒ To provide the best methods, tools and assets to enable consistent, high-quality products and performance in every area of our business
 - ⇒ To ensure we are delivering quality outputs from start to finish
 - ⇒ To continuously evolve and improve whilst striving to deliver high-quality value to our clients
 - ⇒ To be high performing market leaders excelling ahead of competitors
4. Ensure all existing staff receive training in commercial management of the business to facilitate a deeper understanding of the commercial impact of projects through their entire lifecycle by June 2024 and ensure new joiners receive commercial management training.
5. Support the service offers by creating a new marketing strategy that integrates the new service offers and create a marketing template that can be used to communicate the value of our service offers by September 2024.
6. Update and launch a new company website by September 2024.
7. Review process for revenue and cash collection by November 2024
8. Appoint Resource Manager by December 2024.
9. Complete Annual Staff Survey by July 2024.
10. 100% of projects have project checklists completed by March 2025.
11. All projects closed after 1st August 2024 have a Case Study and Lessons Learned report completed – by March 2025.

We believe through the implementation of this Quality Policy and our Quality Management System more generally; we can effectively provide the company and its customers with the confidence that our services and products will be delivered consistently and to a very high standard.



Chris Twigg
Chief Executive
Inner Circle Consulting