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## **XXXX Quality System**

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### **1.0 INTRODUCTION**

XXXX was formed in 1989 to satisfy customer requirements for IT services and business solutions. XXXX has developed well over the years with steady expansion, successfully maintaining a network of over twenty expert consultants.

The company is currently engaged in providing a number of services, including project management, software development, databasing, networking and security, training and mentoring and web technologies.

This Quality System relates to the full range of activities undertaken under the XXXX UK brand.

### **2.0 POLICY and OBJECTIVES**

The aim of XXXX's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its clients. This level of quality is achieved through adoption of a system of procedures (outlined within this policy) which reflect the competence of XXXX to not only existing clients, but also to potential customers and independent auditing authorities.

It is also to be recognised that achievement of this policy involves all XXXX employees. Each member or staff is individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the company director.

Maintenance of the required level of quality ultimately lies with the company director who also retains responsibility for the Quality System within the routine operation of business.

The objectives of the Quality System are:

- a) To maintain an effective Quality System complying with International Standard ISO 9001:2008.
- b) To achieve and maintain a level of quality which both enhances the company's reputation with existing clients and attracts new ones.
- c) To ensure compliance with relevant statutory and safety requirements (please refer to the company's Health and Safety Policy for details.)
- d) To endeavour, at all times, to maximize client satisfaction with the services provided by XXXX.

### **3.0 DEFINITIONS**

The terms and descriptions used in throughout this document are generally defined within ISO 9001:2008.

Additional definitions apply for items not covered include:

XXXX

#### **4.0 QUALITY SYSTEM**

The Quality System applies to all activities undertaken within XXXX and has been developed in accordance with ISO 9001. The Quality System is fully documented and structured in 3 levels:

##### **Level 1 : Quality Manual**

This document details the corporate quality policy and structure of the company and references appropriate to Operating Procedures.

##### **Level 2 : Operating Procedures**

This document describes the actual process, and controls applied, to all activities concerned with the attainment of a quality assured consultancy service.

##### **Level 3: Quality Planning**

As XXXX operates a variety of services within its capacity as a consultancy firm, specific client requirements are identified and documented during the contract review process. This allows these requirements to be effectively communicated and achieved to a level of quality expected by both the client and internal Quality System.

#### **5.0 ORGANIZATION**

##### **5.1 Authority**

**5.1.1** All staff are granted with the necessary authority with which to perform their allocated responsibilities. The above provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures document.

**5.1.2** All staff share the duty and responsibility of identifying non-compliances or possible improvements across all levels of business, and recording these instances such that corrective action can be taken both to rectify the immediate situation and to prevent recurrence.

**5.1.3** The director continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

#### **6.0 COMPLIANCE WITH ISO 9001**

This Quality System is structured with policy statements relating to each area of activity being within the relevant Operating Procedure. However, the following items of ISO 9001 are not addressed within the operating procedures as they are not applicable to XXXX:

XXXX

#### **7. MANAGEMENT REVIEW and INTERNAL AUDIT**

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated to relevant staff and minuted to record the development of XXXX's management system.

The objectives of management review are:

- a) To establish that the Quality System is achieving the expected results and meeting both XXXX's internal requirements and those of existing clients. The management review process also aims to establish that methods employed to achieve these goals are functioning in accordance with the established Operating Procedures.
- b) To expose irregularities or defects in the Quality System, identify weaknesses and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- d) To review any complaints received, identify the cause and recommend corrective action if required.
- e) To review the finding of internal/external audits and identify any areas of recurring problems or potential improvements.

Internal audits of XXXX's Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the company's procedures. Audits are comprehensive and the frequency of the audits may be increased as necessary (and at the discretion of the company director.) Following an audit, observations regarding the performance of the Quality System will be recorded, documented and brought to the attention of the director who is responsible for implementing any changes...

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