

## QUALITY POLICY STATEMENT OF INTENT

# Boyer

Boyer Planning Limited specialises in the following activities:

- Provision of town planning and related design and development economics services.

The Company endeavors to satisfy or exceed Client expectations and is committed to a policy of Quality Assurance throughout its activities, ensuring that the service/product quality satisfies the specific contractual obligations of our Clients together with the standards of quality specified in ISO 9001:2015 and any other relevant documents which augment this standard.

It is the policy of the Company to supply resources & services of a quality that will merit and earn Client satisfaction, thus enabling the Company to retain our existing Clients and to generate new Clients through a policy of continual improvement of our systems and working practices.

Systems are in place to assess the effectiveness of the quality system with regular meetings being held to review performance and set/review quality objectives with any additional quality objectives/measures introduced as considered necessary by the Directors in line with the Company's business requirements. These reviews will also consider the continuing suitability of the Quality Policy.

All personnel share responsibility for the quality of the personnel/services supplied to our Clients and the Company will provide reasonable access for our Client's representatives to discharge their quality responsibilities.

New and existing personnel are made aware of the Company's quality policy either during ongoing training sessions or Company induction.

The Executive Chair has given the respective managers full authority to carry out the quality policy of the company and all company personnel are required to co-operate with the delegated authority in carrying out this task.

This Quality Manual and the associated processes & procedures are approved by the Managing Director as the authoritative for documents relating to Quality within the company.

AUTHORISED BY:

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**Andrew Williams – Executive Chair**

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