

Quality Policy

At Kitcher Risk Solutions we are committed to excellence in risk management practice creating positive outcomes for clients.

We have developed our expertise since establishment in 2013 and our aim is to achieve a high standard of service to customers. Our goal is 100% customer satisfaction 100% of the time.

This quality policy and the processes that support it provide greater certainty and confidence of our business sustainability.

Principles

The growth and success of Kitcher Risk Solutions depends on our ability to deliver quality services on schedule.

Through the use of these guiding principles, everyone in Kitcher Risk Solutions is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services.

We will:

1. Build a mutually profitable relationship with our clients, ensuring their long-term success, through the understanding of their project needs in the context of their organisational vision, culture and values
2. Create value for clients through the use of good practice that is tailored to the context and fit for purpose
3. Achieve our commitments for quality, cost, and schedule
4. Drive continual improvement and innovation to our service offering based upon efficient business processes and practices
5. Develop our competencies, creativity and accountability

Responsibilities

Everyone in Kitcher Risk Solutions has a role in delivering quality services.

The Director is responsible for:

- applying the principles of quality management
- designing, implementing and improving policy, processes and practice
- Reviewing the application of management systems

Policy authorised by



Clare Kitcher, Director

Date: 1 July 2017
Quality Policy V1.0

