
Quality Policy

Polaris Consulting Limited (“the Company”) is a consultancy company which uses techniques from operational analysis, cost /benefit analysis, and project and programme management to deliver evidence based decision making to customers in the UK Ministry of Defence, other public sector organisations and industry. The Company provides its services through the use of its own staff, management of other companies, and/or the provision of Subject Matter Experts (SMEs) from other organisations.

The success of the Company depends upon the excellence of the services it provides, which in turn depends upon the commitment of the management and staff within the business to deliver high quality services and tools that meet Customer, Statutory and Company requirements.

The Company Management System (CMS) exists to:

- 1) Provide a framework to help everyone deliver high quality services.
- 2) Enable everyone to review and improve procedures to ensure that they are suitable, adequate and effective.
- 3) Promote commitment to the values, aims and success of the Company.
- 4) Allow the performance of the Company to be measured against the following objectives, that are reviewed annually for effectiveness as part of the review of the Company Year:
 - a) The delivery of projects on time, to budget and to the satisfaction of the customer.
 - b) Successful tendering which results in profitable projects.
 - c) The conversion of marketing leads to tendering opportunities.
 - d) The effective management and deployment of resources.
 - e) Maximising staff retention and ensuring that new staff are recruited with the appropriate experience.
 - f) The successful direction of the Company through strategic planning to deliver growth and prosperity.

The CMS will change with the Company, and at all times it will remain relevant and concise.

Signed

David Bangert

Director

(Last Reviewed: May 2018, Last Updated: April 2017)