



Policy Data Sheet

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1. Aim of the Framework

Beetroot Consulting is committed to delivering high quality and safe services. In order to do this we need to ensure we have the right skills, working environment and support. We also need to promote a culture of learning and accountability in order to deliver continuous improvement. This Policy outlines the governance arrangements, policies and procedures to achieve this aim.

2. Scope

This framework outlines the systems, processes, roles and accountabilities for ensuring that we deliver quality services. This includes external quality standards, regulatory bodies and internal management processes. The chart below describes all areas contributing to this framework. Shaded areas are detailed within this framework. Unshaded areas are detailed in other associated policies and documents, which can be found on the HR database.

3. Quality Commitments

Quality is important to our business because we value our customers as well as all other stakeholders. We strive to provide our customers with products and services which meet and exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving quality performance.

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of customer feedback
- A strict corrective and preventative action procedure
- Selection and performance monitoring of the entire supply chain
- Training and development of employees
- Regular quality audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly.

The Director has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.

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4. Health and Safety

Beetroot Consulting have a comprehensive Health and Safety Policy, which underpins the provision of safe services.

5. Risk Management

We utilise Risk Registers and identifies management actions to reduce risks. The Risk Registers are reviewed by Director and reported to the Finance Director quarterly.

A Director is responsible for populating the risk register from the individual business registers, identifying strategic risks.

Our Risk Management Policy outlines how risks are assessed and managed

6. Information Governance

Beetroot Consulting has an Information Governance Framework that outlines how we secure business information, ensure client data is protected, and provides clear guidelines for sharing information with third parties. This is operated through the following individual policies:

- a. Internet, Email and Social Networking
- b. Information Security
- c. Keeping Records and Data Protection
- d. Confidentiality
- e. Professional boundaries

Beetroot Consulting have a designated Data Protection Officer (DPO) who is responsible for ensuring that personal data is protected and kept safe. Beetroot Consulting have a secure cloud system for remote and office working, provided by an external agency. The Contract defines standards of service to be delivered, including security of information. A back up of data is completed regularly.

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