



QUALITY POLICY

The Partners and Managers of Oakland Consulting LLP are committed to achieving and maintaining high levels of customer (client) satisfaction through the delivery of high quality products and services.

Partners and Managers are required to provide leadership & direction via our vision, mission and values which are built on the principles of business excellence and reflect the central role of a delighted customer as the principal focus for everything we do.

The Partnership assures the quality and efficiency of its operations through implementation of a companywide business management system (BMS) which contains all the partnerships' policies, guidelines and procedures required for running the business and operates in accordance with the requirements of the International Standard ISO 9001. All consultants, employees and associates are expected to operate within the requirements of this business management system.

OUR MAIN OBJECTIVES ARE:

- To fully engage with our clients and build long term relationships at all levels throughout all stages of project delivery, from initial engagement through to realization of all possible benefits.
- To ensure creativity, innovation and experience play a key role in enhancing our value proposition to our clients by encouraging all our people to use their creativity and innovative ideas in delivering service to our clients.
- To empower and support all our consultants, employees and associates to consistently deliver high quality and take part in improvement activities. (This reflects our belief that people are central to delivering excellent products and services and achieving high levels of client satisfaction).
- To conform with requirements and continually improve the effectiveness of the management system.
- Adopt a risk based thinking approach to develop strategy and set objectives and controls in our business processes to prevent failure.
- To ensure our partners & suppliers operate to sound quality assurance principles and to deliver continuous improvement in their products and services - our partners and suppliers play an important role in many aspects of our service delivery.

A handwritten signature in black ink, appearing to read "Mike Lunn", located below the list of objectives.

Managing Partner

Dated: 26 09 2016