

Focus Consultants: Quality Assurance and Continual Improvement Policy

The Partners of Focus have established their business ethos on the delivery of a quality service first and foremost as this is the way both to win and retain Clients. Focus has a “right first time” philosophy believing this brings best results to our Clients and a commercial edge for ourselves in project delivery.

To understand our approach to delivery of our services we feel it is useful for the reader to gain a brief insight into our business philosophy, as this is the foundation that underpins delivery of all our services.

Our Mission Statement is: -

“Focus are leading edge professionals, expert in the arts that surround project strategy development and delivery.”

Our business philosophy includes the vision that Focus will always be known for:

- high calibre people
- creative thinking
- going that extra mile
- delivering results – ‘can do’ attitude
- high quality service
- a service based on value not price
- a unique mix of skills
- a service from cradle to grave
- a focus on customer service
- cohesive team
- stimulating working environment.

Our main guiding principles are: -

- commitment to controlled and sustainable growth
- commitment to geographical expansion
- commitment to devolving responsibility and ownership
- commitment to ensuring that every member of the team shares in the company’s success.

The Focus approach is geared around providing ‘best practice’ and ensuring ‘best value’ for Clients. This is a culture based on an ethos of:

- honesty and trust
- openness
- fairness to all parties
- teamwork
- mutual objectives
- bringing different skills together
- risk management
- problem solving

- incentives where appropriate
- continual measured improvement.

The ethos applies to all parties with the objective that individuals and companies work together as one team to ensure:

- the best quality product
- at the most economical price
- in the shortest possible time
- with each party working profitably
- with the least amount of contractual hassle.

Focus is certified to ISO 9001:2008 gained as members of the Construction Industry Group Quality Assurance Scheme (CIQA). Focus also currently operates internal qualitative systems in line with recognised project quality systems, including Prince2, RICS, RIBA, CIOB and bespoke systems from individual Clients. Our approach is to establish specific control procedures for each project based on Client needs founded on standardised Project Management systems; a dynamic rather than static approach.

Focus Consultants is committed to the continual improvement of our services across all areas of our operation and to remain at the forefront of implementing best practice initiatives. To implement this policy and to achieve our quality objectives we have developed processes and procedures that promote Best Practice and comply with the requirements of ISO 9001:2008. This ensures that:

- we regularly review this policy to ensure that it drives continuous improvement and sets challenging targets for business improvement
- we fully comply with the requirements of ISO 9001:2008
- we not only follow but lead industry best practice initiatives to exceed the quality requirements and expectations of our customers
- we will establish quality objectives in our 'Annual Review of the Quality Systems', and our monthly Management meetings. They will be regularly monitored and reviewed to benchmark their effectiveness
- our policy and procedures are communicated and embraced within the organisation as part of its underlying culture
- our policy and procedures are regularly reviewed for continuing suitability and effectiveness.

Customer Service and satisfaction is critical to our business as such we place this at the top of our operational plan. We monitor and maintain Customer Service through:

- Service Level Agreements.
- Key Performance Indicators (KPI's)
- Regular customer satisfaction surveys.
- Complaints Management and Handling policy.
- Regular staff training and reviews.

Quality Assurance Approach – Explanation Notes

Generally, strategic and Project Management systems are developed to suit specific Client requirements and the skills that the Client can bring to the project.

Project Control Procedures are established by Focus in close liaison with Client representatives to ensure synergy between standard approaches/systems, Clients' internal systems and specifically, applied dynamic management systems including risk management, cost control, time, etc.

On all projects, regular quality checks are applied at all levels through project specific control mechanisms. This includes reviewing consultants and contractor performance, project reviews, technical reviews, site quality checks, post completion reviews and the like, resulting in a dynamic approach to quality assurance.

Our quality systems cover the areas of honest specification, contractual compliance, scrutiny of outputs, project evaluation and dispute resolution.

The Focus team are founded on educational attainment and professional qualifications. Our core Project Management team are qualified to Masters Degree level and all have professional qualifications e.g. RICS, CIOB, APM. In our opinion, the quality of the management team is founded on the skills of the individuals that form the team.



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For and on behalf of Focus Consultants 2010 LLP