



Equality Link Consultancy

Quality Policy Statement

"Equality Link Consultancy is committed to consistently exceeding customer expectations by providing products, services and information of the highest quality in terms of safety, reliability, accuracy and timeliness. Our success is based on continuously improving the effectiveness of our products, processes, and quality management system."

This is the policy statement of Equality Link Consultancy who was established in 2007 to provide disability equality and general diversity training, access audits, auxiliary aids and services to business. Equality Link Consultancy also undertake international work concerning the Human Rights of Disabled People by providing consultancy based services and training in disability equality. The Company conducts its business in a socially responsible and ethical manner.

This policy describes the Equality Link Consultancy Quality Management System and is specifically provided for use by the Company's employees, consultants and suppliers

The objective of this Quality Policy Statement is to provide help to understand the way we run the Company.

Objectives of the Quality Management System

To help the company improve its profits by

- identifying, developing and implementing efficient management systems, geared to the individual activity wherever practical
- reducing waste to 'acceptable' levels.
- ensuring effective team working.

- regular audit and review of the Quality Management System to identify excellence, problems and areas of improvement.

To promote customer loyalty and recommendation by

- ensuring Customers' needs are identified and understood.
- ensuring project requirements are identified, understood, agreed by all and documented.
- provide a management system that ensures on-time delivery of the agreed product or service.
- provide brief, user friendly and easily accessible methods to express satisfaction or dissatisfaction and ensure that any dissatisfaction is resolved (to the extent
- meeting the statutory and regulatory requirements of the United Kingdom and other countries within which we operate.

To provide a good working environment and culture for staff by

- promoting a culture of honesty, good timely communication and assistance to each other.
- providing brief, user friendly and easily accessible procedures and processes that reflect the users' preferred method of working wherever practicable.
- ensuring that recognition is given to deserving staff.

Quality Management System

The international definition of a Quality Management System (QMS) , contained in ISO9000: 2000, is "co-ordinated activities to direct and control an organisation with regard to the degree to which a set of inherent characteristics fulfils the requirements".

The QMS is the logical and organised combination of everything (procedures, processes, policies) we all do every day to fulfill our Quality Policy which meets our business and our customers' needs.

The table below details the areas covered by the Equality Link Consultancy QMS:

Management responsibility	ensuring top management shows commitment to the quality system and develops it according to customers' needs and the business' objectives
Resource management	ensuring the people, infrastructure and work environment needed to implement and improve quality systems are in place
Product realisation	delivering what our customers want, looking at continuous improvement in areas such as sales processes, design and development, purchasing, production or service activities
Measurement, analysis and improvement	checking whether our customers are satisfied by carrying out other measurements of our system's effectiveness

Quality Activities


1. Auditing activities are undertaken by appropriately trained personnel, who are mentored by more experienced staff. All customer output is peer reviewed before delivery checking both for consistency as well as accuracy of information.
2. Templates and electronic solutions to business issues are used to ensure standard outcomes and provide cost-effective results to our customers.
3. Review of business processes are carried out on an ad-hoc basis using customer and subcontractor feedback to improve and refine our delivery mechanisms.
4. Long-term associates provide external consultancy in key areas following supplier evaluation.

This policy will be made available to all clients and partner organizations by publishing the policy on the Equality Link Consultancy website. All employees, consultants and suppliers will be required to agree to the policy prior to commencement of activities.

Signed & dated

Jaspal Dhani

Owner / Managing Director

A handwritten signature in black ink, appearing to read 'Jaspal Dhani', with a horizontal line underneath.

Dated communicated: 27 January 2009

Next review date: 27 January 2009