

Quality Policy Statement



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Quality Policy Statement

MannionDaniels is a global company offering international consultancy and fund management services. Our vision is to find creative solutions to complex issues in health, social justice and social development. MannionDaniels is committed to providing effective and efficient management and delivering quality services and value for money. We strive to provide with services and products that meet and even exceed their expectations of client and communities we work in. In order to achieve this it is essential that we only undertake consultancy services in our own areas of expertise, where we have capabilities to deliver efficient and effective services and products to our clients.

MannionDaniels is committed to continuous improvement and has established a Quality Management System and approach which provides a framework for measuring and improving our performance and in satisfying applicable requirements, including statutory and regulatory. Our core business process for design and delivery of services is structured according to these three phases: **Assess, Respond and Implement**. We have number of steps within each phase of the core business process. Quality for us is managed based on the guiding principles outlined below. The principles are integrated into the business process.

Guiding Quality Principles:

- Clear leadership with evidence-based decision-making
- Defined processes and decision points with regularly scheduled assessments and
- High level of cooperation and engagement of relevant parties/people
- Compliant with MD principles, values, standards and strategy

We have the following systems and procedures in place to support us in our aim of client satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of clients' feedback
- selection and performance monitoring of suppliers against set criteria
- regular audits of our internal processes
- measurable quality objectives that reflect our business aims
- management reviews of client feedback.

Our quality management approach, systems, internal policies and procedures are reviewed regularly by appropriate senior managers. Our internal procedures are reviewed regularly and are made available to all employees. Although MannionDaniels' Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

Quality management is implemented through a Quality Management Systems (QMS) which provides an overarching framework for quality management. The QMS incorporates a number of policies, procedures and tools which are used to deliver the business process.. This is explained in diagram 1.

This quality policy statement was approved by the MannionDaniels Directors on 18 January 2019. We will review it on an annual basis or sooner if there are significant legal or regulatory developments.

Diagram 1 Quality Management System

