

## Quality Policy

- 1.1 It is the intention of the company to supply to Clients a service, to a standard of quality and reliability appropriate to the Client's requirements and to DHA Planning's own standards of performance.
- 1.2 This requires all persons within the company to ensure that their work and advice is always to the highest standard, is effectively and diligently carried out and that they seek to continually improve the high levels of service already provided by the company.
- 1.3 In order to provide this service the company ensures that all its personnel are properly trained. This includes ensuring that all staff understand the systems and procedures that are appropriate to them and that they implement these correctly.
- 1.4 DHA actively encourage feedback on ideas and processes that can improve the overall quality of the service clients receive. Ideas should be discussed to the Business Manager.