

Quality Policy

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The quality policy for the company is as follows: -

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- To establish and maintain a Quality Management System (QMS) which satisfies the requirements of ISO 9001:2015
- To consistently provide products and services in a manner which will satisfy client requirements.
- To implement appropriate actions to address any risks and opportunities associated with internal / external issues, and to meet the needs and expectations of interested parties.
- To ensure all staff members are fully competent to carry out their assigned tasks.
- To strive to continually improve our services provided to clients, through the use of this quality policy, quality objectives, performance evaluation including audit results, corrective actions Management oversight.
- To establish annual quality objectives at strategic and operational levels within the company, that will be measured and reported upon at the management review meeting.
- To maintain documented information as objective evidence to demonstrate compliance with the QMS.
- To comply as a minimum with all applicable statutory and regulatory requirements
- To review the QMS at planned intervals to ensure it is effective and achieving the stated quality policy.

The Senior Management team are fully committed to the above and actively encourage a similar commitment by all staff members.

This Quality Policy is displayed on the organisations knowledge bases. All employees are encouraged to read it and communicate any query to the organisation. A copy of the quality policy can also be obtained by email request to support@liaisongroup.com.

By signing this Quality Policy, the Managing Partner gives their approval to the Quality Management System described in this manual and in supporting Company processes.

SIGNED: - 
Judith Shaw, Managing Partner Liaison Workforce

DATE: 20/05/2025

Document Control

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Revision History

Issue Number	Date	Reason for Issue	Changed By
0.1	26/02/2021	Draft	Kathrine Sherrington
1.0	08/03/2021	Approved	Kathrine Sherrington
1.1	13/04/2022	Reviewed – no changes required	Amy Elmore
1.2	04/05/2023	Reviewed – no changes required	Amy Elmore
1.3	29/08/2023	Liaison Support Team email address update	Abigail Brewer

1.4	03/12/2024	Amendment to job title for Judith Shaw and change of terminology from 'Self-Serve Portal' to 'Help Centre'	Amy Elmore
1.5	20/05/2025	Annual document review. Reference to 'Help Centre' replaced with 'knowledge bases'	Amy Elmore