

Quality Assurance Policy for Symposium Consulting Ltd.

Quality Assurance Policy for Symposium Consulting Ltd.

Document No.: QC-SCL-2023

Effective Date: 19.09.23

Version: 1.0

1. Introduction

At Symposium Consulting Ltd., we are dedicated to delivering exceptional consulting services in the rail and automotive sectors, adhering to the highest standards of quality and efficiency. This Quality Assurance Policy outlines our commitment to maintaining and enhancing the quality of our services and products, incorporating rigorous Verification and Validation (V&V) principles and the Six Sigma methodology.

2. Scope

This policy applies to all aspects of our operations, including client data handling, market research, validation of assumptions, cost model development, quality checks, client reviews, and adherence to project timelines.

3. Objectives

Ensure Excellence: Uphold the highest quality standards in all deliverables.

Data Integrity: Guarantee confidentiality, accuracy, and security of client data.

Timely Delivery: Adhere strictly to project timelines while maintaining quality.

Continuous Improvement: Apply Six Sigma principles for ongoing process optimization.

4. Policy Statements

4.1 Client Data Handling

Confidentiality and Security: Client data shall be treated with utmost confidentiality and stored securely, in compliance with GDPR and other relevant data protection laws.

Data Accuracy: Regular audits and validation checks will ensure data accuracy and reliability.

4.2 Market Research

Methodological Rigor: Apply V&V principles in market research to ensure validity and reliability of findings.

Comprehensive Analysis: Use diversified sources and Six Sigma tools for thorough market analysis.

4.3 Validation of Assumptions

Assumption Checking: Regularly review and validate assumptions using V&V techniques.

Stakeholder Engagement: Involve clients and stakeholders in assumption validation to ensure alignment with project objectives.

4.4 Cost Model Development

Accuracy and Reliability: Develop cost models using verified data and tested methodologies.
Six Sigma Integration: Apply DMAIC (Define, Measure, Analyze, Improve, Control) framework for continual improvement of cost models.

4.5 Quality Checks and Client Reviews

Regular Audits: Conduct internal and external audits following the Six Sigma approach.
Client Feedback: Incorporate client feedback for quality enhancement and alignment with client expectations.

4.6 Timely Contract Delivery

Project Management: Utilize advanced project management tools and Six Sigma methodologies for efficient and timely delivery.
Milestone Tracking: Regular monitoring of progress against predefined milestones.

5. Implementation

Training: Provide ongoing training to staff in V&V principles and Six Sigma methodology.
Monitoring and Reporting: Implement robust monitoring systems to track compliance with this policy.
Continuous Improvement: Encourage feedback and suggestions for policy enhancement.

6. Compliance

Non-compliance with this policy will be addressed through corrective actions and may lead to process reviews and staff training.

Approved by:

*Chris
Docker*

19.09.23

Chris Docker,
Managing Director, Symposium Consulting Ltd.
Winner, Rail Team of the Year 2022
Founder member of UK Rail for Ukraine.