

Quality Policy



The BMG Research Quality Policy

Quality defines everything about our work, not just compliance with proper procedure, but in our unwavering focus on engaging with client needs and making sure these are reflected in all that we do. We believe that the success of any organisation is driven by the ability to continually improve both the services that are delivered and the working practices under which the organisation operates.

We have developed a Quality Management System to ensure that we have a set of clearly communicated standards and practices under which we all work, all of the time.

Our Quality System is predicated on a process of continual improvement: we establish the objectives and processes necessary to deliver the results in accordance with both our internal standards and our customer's requirements (PLAN). We implement those processes (DO). We monitor those processes and products against our quality objectives and controls and report those results (CHECK). And we act to continually improve (ACT).

Our systems and procedures are regularly reviewed to ensure that we go beyond what is required to achieve certification to relevant ISO standards (9001:2015; 20252:2012 and 27001:2013) and other industry standards (IQCS, MRS Code of Conduct).

We have identified measurable quality objectives for the company to achieve. Our policy statement is supported by other quality policy statements which give all employees and third parties a strong direction as to the management commitment to quality and provide behavioural leadership for the company.

All members of staff receive appropriate training and guidance and are encouraged to play an active part in identifying and developing quality initiatives, and never knowingly settle for second best. They are aware of their responsibilities and the consequence of not following procedure.

To ensure that our staff fully understand all our quality management procedures, we conduct regular internal audits and reviews.

A handwritten signature in blue ink, appearing to be 'Dawn Hands', written over a faint circular stamp.

Dawn Hands MD

BMG Research

Dated: 26 March 2018

Last reviewed: 26 March 2018