

HITHERWOOD CONSULTING

Quality Management Statement

Hitherwood Consulting was established in 2007 to provide business improvement and management consultancy services to the construction and building industries and allied organisations. We are based in Dulwich, London SE19.

Quality is important to our business because we value our customers. We strive to provide our customers with services that meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System to provide the framework for measuring and improving our performance.

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

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. training and development for our employees
4. regular review of our internal processes
5. measurable quality objectives which reflect our business aims
6. management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual. This policy is posted on the corporate web site.

As the sole employee of Hitherwood Consulting, David Churcher has sole responsibility for quality and all queries and comments should be addressed to him in the first instance.

The policy review date is 31 December 2010.

Signed David Churcher
 Managing Director and Principal Consultant

Date 16 February 2010