



QUALITY POLICY

The Partners and Managers of Oakland Consulting LLP are committed to achieving and maintaining high levels of customer (client) satisfaction through the delivery of high quality products and services.

Partners and Managers are required to provide leadership & direction via our vision, mission and values which are built on the principles of business excellence and reflect the central role of a delighted customer as the principal focus for everything we do.

The Partnership assures the quality and efficiency of its operations through implementation of a companywide business management system (BMS) which contains all the Partnerships' policies, guidelines and procedures required for running the business and operates in accordance with the requirements of the International Standard ISO 9001. All consultants, employees and associates are expected to operate within the requirements of this business management system.

OUR MAIN OBJECTIVES ARE:

- To fully engage with our clients and build long term relationships at all levels throughout all stages of project delivery, from initial engagement through to realization of all possible benefits.
- To ensure creativity, innovation and experience play a key role in enhancing our value proposition to our clients by encouraging all our people to use their creativity and innovative ideas in delivering service to our clients.
- To empower and support all our consultants, employees and associates to consistently deliver high quality and take part in improvement activities. (This reflects our belief that people are central to delivering excellent products and services and achieving high levels of client satisfaction).
- To conform with Oakland's requirements, those of the client, regulatory compliance and of ISO 9001:2015 QMS, and continually improve our management system.
- Adopt a robust approach towards strategy development, and set objectives and controls in our business processes to prevent failure.
- To operate to sound professional principles with our business partners and suppliers since they play an important role in many aspects of our service delivery.

Managing Partner

Dated: 30 10 2017