



Hazard 360 Ltd

Security Risk Management, Security Training, GDPR Compliance

# Quality Policy Statement

QPS / PLY - 010

Hazard 360 Ltd

## Quality Policy Statement

### Document Control:

This document is valid for a period of 12 months from the date of issue and will be subject to an annual revalidation review by Hazard 360 Ltd.

Amendments will only be made with the approval Alan Smith Director. All amendments will be recorded in the tables below.

### Document Status:

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### Revision History

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QPS / PLY 010	01/01/2018	Alan Smith	New Quality Policy Statement

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## 1: Introduction

Quality is an integral part of Hazard 360 Ltd Business Principles. These principles guide our actions to deliver products and services that are safe, compliant and preferred. They are essential for the achievement of our ambition to be recognized and trusted within the realm of security risk management and training consultancy in the UK, Europe and Internationally.

Alan Smith director of Hazard 360 Ltd is a certified Auditor for ISO 9001: 2015 quality management systems and as such many of the processes and protocols embedded in the operational and administrative units have been created and designed to encompass the ISO 9001 principles and strictly adhere to the (Plan, Do, Check, Act) methodology.

## 2: Policy Statement

The quality policy statement is an indication of the organisations commitment to a quality process driven business functionality and is based upon the seven key principles of ISO 9001: 2015

- ❖ Customer Focus
- ❖ Leadership
- ❖ Engagement of People
- ❖ Process Approach
- ❖ Improvement
- ❖ Evidence Based Decision Making
- ❖ Relationship Management

### 2.1 Customer Focus

Hazard 360 Ltd is orientated to serving its clients' needs. Having a customer focus as a priority is a strong contributor to the overall success of the business and involves ensuring that all aspects of the company put its customers' satisfaction first. A key contributor to this function is listening to our client's needs, responding and delivering the required services on time on budget.

### 2.2 Leadership

Within Hazard 360 Ltd we have established a clear vision, sharing that vision so that others will follow willingly by providing informative advice based on a sound methodology of knowledge and experience, coordinating and balancing possible conflict of interests of client's and stakeholders, we strive to see the big picture thinking outside the box and act creatively to find solutions to difficult situations.

### 2.3 Engagement with People

Hazard 360 Ltd has a very clear focus on engagement of our clients, their employees and associated third parties, to this end we encourage our customers to interact and share in the experiences we create for them as a business and a brand. We execute a strong customer engagement strategy right from the very first meeting to ensure customer growth and loyalty. Our customers are one of the biggest factors of our success and is clearly demonstrated by our client's testimonials of satisfaction.

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## 2.4 Process Approach

Hazard 360 Ltd, process-based management is a management approach that views a business as a collection of processes, managed to achieve a desired result, we have a well-established process approach system that encompasses all areas of the business operations within Hazard 360 Ltd. The processes are managed and improved by Hazard 360 Ltd for the purpose of achieving their vision, mission and core goals.

## 2.5 Improvement

At Hazard 360 Ltd we are continually looking for ways in which we can improve our business operations and provide real value to our clients, this includes performance, financial regulation, and the provision of sound factual advice based upon risk and cost benefit analysis.

## 2.6 Evidence Based Decision Making

Within the specific scope of works being performed Hazard 360 Ltd will use evidence based decision making methodology, the decision making process is utilised from factual information collected in regard to a program, practice, policy, procedures, architectural elements, operational elements, security system elements, training programmes. The outcome is to provide sound advice upon which a clients can make sound financial decisions.

## 2.7 Relationship Management

Relationship management is key to the continued survival of Hazard 360 Ltd, we understand the need for a strategy in which Hazard 360 Ltd maintains a continuous level of engagement with its clients and potential clients and other associated consultant businesses. The key element to relationship management is communication in this regard Hazard 360 Ltd sees this as a priority in business retention and a driver for new business opportunities.

### Summary:

Quality is a standard of something as measured against other things of a similar kind, it is a degree of excellence of something or a distinctive attribute or characteristic possessed by someone.

Alan Smith

Director

Hazard 360 Ltd

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