



Quality Assurance Policy

Revised 29th June 2015. V2.0

Associate Enterprises Limited which trades as Assent, Aspire and Able, aims to **provide products and services that are:**

- *defect free,*
- *fit for purpose,*
- *delivered on time,*
- *at a competitive price and above all*
- *exceed our clients' expectations.*

We operate a Quality Management System to the requirements of ISO 9001 as part of our integrated PRIDE Management System: <http://www.assent1.com/about-us/pride/>

Objectives

Through our documented operating procedures and our annual Journey Client Feedback project, the PRIDE system includes objectives for continual improvement of our products and services.

Journey Feedback Project

The Assent Journey gives us an opportunity to ask for independent feedback that we can use constructively to improve the effectiveness of our work with our clients.

The overall objective of The Assent Journey is to build the value of your relationship with Assent and encourage more engagement.

Find out more and see the published results: <http://www.assent1.com/about-us/journey/>

Legal, Contractual & Other Requirements

As a responsible and progressive company, we are committed to complying with all relevant legislation, contracts and any other requirements we have subscribed to; including trade bodies and codes of conduct, we manage these requirements through our legal register, which is updated using our Risk Briefing service. www.riskbriefing.co.uk.

Continual Improvement

We are committed to the continued review and improvement of quality management as part of our risk based PRIDE System to ensure continued improvement and to grow the company in a sustainable, responsible way.

Fully Supported

This policy and the entire PRIDE system is fully endorsed by the company's board, and appears as a standing agenda item at every board meeting.

V2 of this policy was agreed by the board on 29th June 2015