

Quality Assurance Policy

January 2010

Quality Assurance and Management Policy

What we do

3G Communications Ltd was founded by Claire Gordon in 1996 to specialise in community relations (CR) and communications for major infrastructure development projects. The Company had grown to over 40 members of staff, based in London and across England and Wales.

3G advises on and delivers all aspects of business-critical stakeholder engagement. We support our clients in delivering their infrastructure, engineering, construction and complex planning projects, on time and to budget. We do this by helping our clients build long term relationships with their community stakeholders. Our sector experience includes energy, transport, regeneration, environment, water, construction, housing, leisure and retail property development.

We also support policy development where we bring a unique understanding of how policies can impact on stakeholders.

Our overarching objective is to ensure that we deliver great customer service and this is front of mind in everything we do.

ISO9001.2008

Our aim is to ensure every aspect of our services meet our clients' needs and we continuously improve our services. We are doing this by ensuring that all our people participate in this process and seek and act on client feedback. In order to evaluate our approach, we are working towards the ISO9001.2008 accreditation. As a small business as an important step towards ISO9001.2008, we have reviewed our current performance using the Chartered Quality Institute's Business Evaluator. We currently score 8.2, out of a possible 10. We shall continue to use the Business Evaluator to track our performance in the run up to achieving ISO9001.2008.

Our Quality Management System is based around the ISO 9001.2008 framework and contains the following elements:

- We map all key processes
- We produce project plans, report monthly to our clients and produce end of project reports
- We measure our performance against Service Level Agreements agreed with our clients
- We seek customer feedback including any customer complaints and act upon this
- We plan our resources to ensure we can meet customer requirements
- We induct our staff, provide them with appropriate training & continuous development
- We carefully select and monitor our service providers
- We communicate and share best practice with our people and our clients
- We hold fortnightly staff meetings to encourage best practice sharing and issue resolution
- We hold monthly, quarterly and annual management reviews with our clients
- We conduct risk management reviews on a quarterly basis & audit key processes
- We ensure tight financial control

Responsibility & Review

The General Manager is ultimately responsible for quality but all employees are encouraged to take responsibility for the quality of the service or product that is within their direct control. We will be reviewing our quality policy quarterly at our management review meetings. Our senior management team believes that Total Quality Management is the means to drive our business forward and deliver continuous improvement for our clients.

Signature

A handwritten signature in black ink, appearing to read 'Isobel Hoseason', with a small dot at the end.

Isobel Hoseason
General Manager & Director
3G Communications Ltd
6 January 2010