



26. Quality Statement

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Woodhurst Consulting Ltd strives to provide superior consulting services in project management, assisting clients by completing tasks promptly without compromising on quality or customer service. We support our clients in product and solution development to achieve exceptional delivery at the lowest possible cost. Our commitment to continual improvement drives us as we pursue both ISO and FSQS accreditation, reflecting our dedication to excellence, compliance, and the highest industry standards. It is essential that we meet or exceed our customers' expectations and all other applicable industry requirements.

1. Purpose

This policy outlines Woodhurst Consulting Limited's commitment to delivering high-quality consulting services that meet the expectations of our clients and stakeholders. We are committed to continuous improvement and to upholding the principles of quality management in line with UK best practice and relevant British Standards, including ISO 9001:2015 where applicable.

2. Scope

This policy applies to all employees, contractors, and functions of Woodhurst, including all services delivered to clients and internal operations. It governs our approach to quality in project execution, client engagement, internal management, and leadership.

3. Commitment to Quality

Woodhurst is dedicated to embedding quality into every aspect of our work. We strive to consistently deliver work that is accurate, insightful, timely, and aligned to the needs of our clients. We commit to meeting contractual, regulatory, and professional standards, and to maintaining a culture that promotes quality at every level of the organisation.

We recognise that quality is not only about outcomes, but also about behaviours, processes, and a commitment to learning from experience.

4. Quality Management Approach

Woodhurst has adopted a structured approach to quality management, ensuring:

- Clear processes and consistent ways of working;
- Defined responsibilities and ownership of quality across teams;
- Systematic review and evaluation of project outcomes;
- Incorporation of client feedback into continuous improvement;
- Documentation of lessons learned to inform future engagements.

Our approach is risk-based, focusing effort and controls where the greatest risks to quality and client satisfaction exist. We regularly review and adapt our internal processes to reflect changing priorities or client requirements.

5. Roles and Responsibilities

The Chief Operating Officer holds overall responsibility for the implementation and oversight of this policy. Senior leaders are accountable for maintaining high standards of quality and ensuring that teams are equipped to deliver consistent, value-driven work.

All employees are expected to uphold Woodhurst's quality standards in their day-to-day work and to contribute to our culture of continuous improvement.

Managers are responsible for providing guidance, support, and oversight to ensure that quality remains central to project delivery.

6. Client Satisfaction and Continuous Improvement

Client satisfaction is a core priority at Woodhurst. We actively seek feedback at multiple points during and after project delivery to assess how effectively we have

met expectations. Feedback is documented and reviewed regularly to identify areas for improvement.

Where performance falls short of expectations, we investigate the root cause and implement appropriate remedial actions. We use these insights to strengthen our processes and enhance the quality of our future work.

7. Communication and Awareness

This policy is communicated to all employees through onboarding sessions, regular team briefings, and our internal document systems. Refresher discussions are held to ensure continued awareness, and quality expectations are reinforced through leadership messaging and project reviews.

Woodhurst encourages all employees to take ownership of quality in their work and to raise any concerns or suggestions for improvement. Quality is recognised as a shared responsibility that requires consistent attention and care.

8. Monitoring and Review

This policy will be reviewed annually, or more frequently if needed, to ensure it remains relevant and aligned with Woodhurst's evolving service delivery model and client base. Feedback from employees and clients, along with the results of internal audits and project reviews, will inform the ongoing development of our quality management approach.

Quality is discussed fortnightly with Senior Leadership team during Account Manager calls to ensure we are meeting our quality standards across all work. Corrective and improvement actions are tracked and evaluated to ensure meaningful impact.