Quality Policy

Robinson Foster Associates (RFA) have chosen to operate a formal Business Process (Quality Management) system for ALL activities undertaken, that complies with the (current versions and) requirements of all current issues of the ISO 9001, BS 7499, BS 7858, BS 7984 and BS 8517

The purpose of this is to provide a framework that assists with both effective and efficient operational management, and to ensure that all related requirements, (customer, regulatory or legal), are suitably addressed and monitored.

This policy also provides a framework for the setting of quality objectives of this management system which are documented, and which includes their method of monitoring.

This system applies to all aspects of operation from initial contact with Clients and continues right through to successful provision of the involved 'service'.

Thereby addressing both Client needs and expectations.

All staff, from top management down, needs to be actively involved and committed to this at all times for this approach to benefit the business.

As a result, system compliance should be fundamental in all work undertaken and practised daily in all activities, wherever the "work environment" may be.

Our 'mission statement' or quality policy for this being:

"To provide our clients with a reliable and professional service giving total reassurance and confidence at all times, whilst targeting continual improvement".

Within this, we aim to provide best practice industry standards, resulting in a dedicated professional service to our clients.

To assist in realising this policy in practice, supporting quality objectives have been determined, are monitored for achievement and consequently used to drive improvement initiatives relating to the effectiveness of the Quality Management Manual and the supporting Business Process system 'arrangements' where appropriate. Internal and external monitoring will support this. This policy shall be reviewed annually for continuing suitability.

Tony Foster
CEO

Signed:

Date: August 2025