

Quality Policy

Nicholson Sheehan Consulting (NSC Group) is committed to continuous improvement of the quality of our processes, services, and products. We commit to considering the needs of our clients and stakeholders through the establishment of quality objectives which sets standards for our continuous improvement of our services and products. Our Quality Standards are important in ensuring our services and products consistently meet and exceed the expectations of our clients.

Quality Objectives

Our quality objectives have been chosen, and are regularly reviewed, to ensure that our actions effectively implement our Quality policy; they are:

- To make our clients' and stakeholders expectations of our services and products central to everything we do.
- To ensure that quality issues are properly assessed and considered when key decisions are taken about supply chains, processes and new service and product development.
- To establish the key values of problem solving, teamwork, doing what we say, achieving results and enjoying work as fundamental to everyone in the business.
- To safeguard the psychological safety of everyone in the business, as we subscribe to risk based thinking and will determine business and project risks and opportunities and put in place preventative controls to minimise negative effects and to maximise opportunities as they arise.
- To value regular client feedback on our performance to help improve our services and products.
- To engage our leadership to champion the importance of quality, embrace feedback and new ideas from clients and stakeholders, and model and coach behaviours to influence our teams understanding, adoption, and continual improvement.
- To implement assignment management processes that clearly assigns responsibilities, activities, timelines, and quality outcomes to each consulting project.

Our Directors hold specific responsibilities for the implementation, performance, measurement, and improvement of NSC's Quality policy.

January 2024. Executive Committee

Policy authorised by: Patrick Sheehan, Managing Director.