

**Quality
Statement
for
Consulting
Ian
Tighe**



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Quality Policy

Our Policy Statement

It is the policy of Consulting Ian Tighe to provide professional, independent, flexible and cost effective advice, services and support for:

- IT/IS/ICT strategy consultancy advice
- Programme design, implementation and management and
- Project design, implementation and management.
- Technical support and advice

How we do this

We provide our services on either a contracted basis for a particular specified and agreed product or services or we do this on a contractor time and materials basis acting as temporary staff within the client's organisation. To achieve our outputs on a consistent basis we:

- Comply with good practice and where appropriate government standards and methods both in the delivery of products and services and in our conduct. Specifically, unless otherwise agreed, we will observe Nolan principles in our conduct and use MSP and PRINCE principles in undertaking programme and project assignments respectively.
- Unless otherwise agreed we will produce business cases that comply with the needs of HM Treasury in terms of Strategic Outline Cases, Outline Business cases and Full Business Cases.
- We will maintain an up to date level of knowledge at all times. We will undertake research, training, knowledge acquisition/transfer and seek new appropriate qualifications to ensure we enhance our knowledge base as appropriate for the benefit of our customers.



- We will ensure we submit our outputs to peer review, should our customer ask for such, to ensure our advice and service is adequate and independent.

The Scope of Our Quality Management System

The scope of our Quality Management System covers the following:

- The exploitation of Information through the deployment of Technology systems
- Change Programme Management advice and best practice guidance
- Project Management advice and guidance
- Governance & compliance reviews
- Risk Identification, Assessment & Management - Organisation, Programme and Project based
- Project justification, planning, design, procurement and implementation
- Benefits - identification and realisation planning and delivery advice
- Process analysis and re/design to support systems and their introduction
- Strategy formulation
- Advising on making the strategic case and/or the business case for investment
- Advising on project setup arrangements
- Exploring the skills needed for delivery
- Technical support advice
- Procurement support
- Help in setting up both post project audits and reviews

Management Processes



We undertake certain key processes to help us be successful and to help us maintain our ability to be successful into the future. Those processes include:

Feedback

We listen to our clients and the feedback they offer on the work undertaken for them. We acknowledge we improve because our clients take the time to let us know how well or otherwise we are doing during an assignment. We will take account of that and will adjust how we perform in order to meet the client's needs.

Complaints

Where we receive complaints we will listen carefully to that complaint. We will investigate it thoroughly. We will respond with an objective assessment of what went wrong and present any evidence needed to support our assessment. We will always acknowledge complaints within one working week and we aim to investigate and report back within three working weeks.

Standard of work

We will review the most appropriate core standards to use in our work as we will review our sources of information used during research. Where we find better alternatives or additional techniques that will produce a more effective result for both ourselves and our clients we will use it but only after a thorough suitability evaluation.

Training

We will keep ourselves up to date to ensure we offer the appropriate skills needed to succeed.

Performance

We will ensure our performance is both as the client and we ourselves would expect. We will do this through feedback and through ensuring we have agreed performance indicators that are shared with the client.



Objectives

We will ensure our objectives always support producing a quality outcome for our client. We will develop our business in a way that enhances our opportunities to provide good products and services.

Review

We will offer to review with our client the work undertaken at the end of an assignment. This will help us refine our activity and provide a platform for our client to make an assessment of our activity. The review findings will be a major contribution to our continual improvement process.

Our Organisation

Consulting Ian Tighe is a sole trader. Where necessary we will work with other consultancies to bring the right blend of advice and skills to be successful.

How We Manage Quality

We strongly believe in the production of a quality plan with our client at the outset. This will ensure a shared view of the quality required, help align expectations and introduce meaningful controls and feedback on activities undertaken.

In that plan we would promote:

- The acquisition of an understanding of the strategic context of our activities to enable us to steer our thinking and ensure it is aligned with the client's objectives
- The declaration of critical success factors
- Product descriptions for things to be delivered to ensure clarity on what products should be delivered and by whom
- A timeline or plan in order to share an understanding of what can be expected and by what date it will be delivered.



- Review processes for all key documents - preferably by peer groups
- Feedback and sign-off of documents to ensure client satisfaction
- Document control processes
- A shared view of risks and issues to ensure they are addressed on a timely basis.
- An agreed programme of audit/review with the client.

