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## **Midas Corporate Consulting Limited**

### **Quality Assurance Policy**

Dated: 1<sup>st</sup> August 2011

Signed: A Pegg

(For and on behalf of: Midas Corporate Consulting Ltd)

Position: Managing Director

To Be Reviewed: 1<sup>st</sup> August 2012



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## **Quality Policy**

Midas Corporate Consulting Ltd is an associate based property management consultancy, providing Blue Chip, SME, not for profit and Public Sector clients with specialist advice as to the most appropriate use of property and its associated infrastructure for their business needs.

We are Chartered Management Consultancy Surveyors within the Royal Institution of Chartered Surveyors and individually, members of the Institute of Business Consultancy.

Quality is important to our business because we value our clients and their needs. We strive to provide them with advice and services which meets and exceeds their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance and is ISO 9001:2008 accredited, accordingly.

We have invested in technology and innovation to support our policy of continuous improvement and customer satisfaction. We have a Customer Relationship Management system and customer feedback process which allows us to continually respond to client needs and we constantly assess how we can improve our services to each client.

Key staff members are Chairmen of Assessors of Professional Competence for The Royal Institution of Chartered Surveyors and we undertake regular Continuing Professional Development as well as personal development and training in our chosen fields.

We have the following processes and procedures in place to ensure consistent delivery:

- a) Engage in regular gathering of and monitoring of customer feedback
- b) Selection of associates and suppliers against set criteria
- c) Promoting training and development for all associates
- d) Risk assessments against each project
- e) Dedicated project management for delivery
- f) Outline processes and procedures are available to all staff

We have the following processes and procedures in place to meet our policy of continuous improvement and customer satisfaction:

- a) Regular client management reviews
- b) Development of frameworks to measure the performance of our suppliers and associates against performance criteria
- c) Measurement of the effectiveness of any training given to any of our associates
- d) Monitoring and responding to customer complaints and feedback

We ensure that all of our staff and associates have copies of our policy when they work with us. We also have a copy hosted on our shared filing system and provide all of our customers access to our policies via our website. We also expect our suppliers to have their own policy and to have a similar philosophy of continuous improvement and customer satisfaction.

Although the Managing Director is ultimately responsible for quality within the organisation, all employees and associates have a responsibility within their own areas of responsibility. Our policy is reviewed annually but its effectiveness is measured during the day to day monitoring of our QMS and any changes are made and communicated as necessary.