

Quality Policy Statement

It is the policy of the Directors of Resource Futures to ensure that the Company supplies services that will satisfy the agreed needs of its customers. Consequently, it is the responsibility of all persons employed by the Company to ensure that the requirements of their clients are fully understood and met first time, every time within the agreed budget and timeline. Looking after our internal customers is equally important and contributes to our overall aim of client satisfaction.

To achieve the Company's quality objectives the Chief Executive of Resource Futures (working with the Office Administrator) has established, documented, implemented, maintains and continually improves the effectiveness of a quality management system that is designed to comply with the requirements of ISO 9001:2015.

The quality management system defines the management objectives, policies and procedures associated with all quality-related activities carried out by the Company

An integral part of the quality management system is the monitoring and measurement of a series of Key Performance Indicators (KPIs.) Our performance against these is measured and appropriate improvement objectives are set to ensure we continually improve our performance to our clients. The results of our improvement programmes are presented to the regular Management Review Meetings at which new performance improvement objectives may be agreed.

The contents and aims of the quality management system as part of our IMS have been communicated to all employees of the Company. In addition, everyone within the Company has been fully trained to carry out their allocated responsibilities. Roles and responsibilities are also clearly communicated through the IMS manual.

To ensure that the quality management system continually reflects the operations of the Company, and is being operated correctly, it is regularly audited and revised by the Chief Executive, working with the members of the Management Review meeting group.



.....

Sam Reeve
Chief Executive
17 November 2023