


Quality Policy

Our policy is to provide consultancy advice and services through Consultants and staff with the necessary skills and based upon best practice in those areas of expertise in which we operate. It is our aim to meet or exceed the expectations of our Clients in bringing innovation and improvements whilst ensuring the objectivity and integrity of advice given and recommendations made. Our quality standards are applied in the following areas:

- collecting information, giving advice and making recommendations;
- presenting information, reports and other documented outputs;
- handling of Client relationships;
- managing client projects;
- the use of Consultants and other support services.

The standards and systems in use are designed to meet the requirements of ISO 9001:2000 for the provision of consultancy services. The Managing Director has delegated to the Management Representative the responsibility and authority for the day-to-day management of the QMS.

To achieve this, the Company will ensure that its established standards are complied with fully, that services provided meet or exceed Clients' requirements and relevant statutory regulations and that quality objectives are set and reviewed. The Managing Director is committed to ensuring compliance with QMS requirements, reviewing the system's on-going suitability and identifying ways in which the system can be improved. The QMS used to achieve this complies with ISO 9001:2000 and is described in this Manual and supporting documents. Compliance with the objectives, policies and procedures within the system has been explained to and is mandatory for all Consultant and staff when they are engaged on Alligan assignments.



Graham McAvoy
Managing Director