

## Stepping Stones for Business Ltd Quality Policy

Stepping Stones for Business Ltd (SSFB) was founded in 2008 and was borne out of the desire to provide small and medium sized companies with access to the best possible consultancy and solutions in quality and safety management at sensible prices. This is provided by a growing network of franchisees providing a local service, with access to a comprehensive range of services that you would expect from a national company.

SSFB aims to be the natural choice for small and medium sized enterprises. Our style of consultancy has been developed over many years, building strong relationships with clients, associates and suppliers. We are committed to providing the best possible advice in a language and approach that our clients understand. This is reflected in our core values and objectives, and our quality policy provides a framework to ensure that these are supported through sound business practices.

Our core values are integrity, honesty, customer focus, passion, continuous improvement and accountability. These values are achieved through the commitment of all SSFB staff, franchise partners and associates, who have been selected for their skills, knowledge and experience, and their on-going support of the company. We recognise the importance of continual development and training for all members of the team. In addition to operational procedures, we aim to develop a sound quality management system which will, in due course, satisfy the requirements of ISO9001:2008. This will be achieved through proactive involvement of all members of the team. Effective communication, training, internal audit, team meetings and management review are all fundamental to the success of the business.

Through continuously reviewing the suitability, and improving our processes and procedures, we ensure efficiency and quality at all levels and stages of our business. Our customer relationships, repeat business and recommendations are a measure of the extent to which we are able to satisfy our customers. It also ensures continuity for the future of our business.

Ultimate responsibility for the success of the business rests with the Managing Director who is responsible for all matters associated with the maintenance and continual improvement of the quality management system.

It is a condition of contract, whether as an employee, franchise partner or associate, that all members of the team follow the agreed processes and procedures and apply the highest principles of quality and good business practice at all times.



Rebecca Russell  
Managing Director

11<sup>th</sup> October 2011