

# Quality Policy

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**Issued February 2018**

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The scope of our business has been defined as: the provision of town planning and related services.

Lichfields is the pre-eminent planning and development consultancy in the UK. Our specialists deliver insight, innovation and advice to create great places for future generations.

It is our mission to forge longstanding collaborative relationships, working with precision, honesty and dedication toward our clients' goals.

In this way we support our vision to be the most valued planning and development specialist for excellence, integrity and unfailing delivery.

Lichfields is proud to have won the Royal Town Planning Institute's award three times consecutively as RTPI Planning Consultancy of the Year.

We will measure our performance in meeting clients' requirements and work with them to continually improve the service that we provide.

We are ISO 14001:2015 and ISO 9001:2015 certified.

In order to achieve our objectives, the company will maintain an effective and efficient Quality Management System, based upon our Quality Management Handbook, associated procedures and policies, which satisfies the requirements of ISO 9001.

In particular, we will:

- 1 Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes;
- 2 Provide a quality service to clients and achieve consistent and reasonable profitability;
- 3 Monitor client satisfaction and set objectives for continuous improvement;
- 4 Analyse the causes of any complaint and take appropriate action to prevent recurrence;
- 5 Ensure the availability and competence of the necessary resources for the delivery of our consultancy services;
- 6 Ensure that the company provides its services to all clients equally, without discrimination on the basis of age, race, colour, ethnic or national origin, religious belief, gender, marital status, pregnancy, sexual orientation, gender reassignment or disabilities;
- 7 Seek to understand the professional and career goals and aspirations of individuals and provide the environment for achieving them within the context of a commercial professional services consultancy and the responsibility we have to our clients;
- 8 Provide a supportive and cooperative, rather than competitive, working environment;

- 9 Encourage all employees to continually identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated;
- 10 Ensure all employees are aware of our Quality Policy and committed to the effective implementation of our Quality Management System, compliant to ISO 9001:2015; and
- 11 Ensure the company complies with all necessary regulatory and legal requirements.

The achievement of our quality objectives and continuous improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work.

**On behalf of Lichfields**

**James Fennell**  
**Chief Executive**

**February 2018**