

QUALITY POLICY



The London School Group (LSG) and its component parts is committed to comply with requirements and continually improve the effectiveness of our Quality Management System (QMS) in line with the requirements of the international standard BS EN ISO 9001:2015. It is our belief that, in operating to the ISO9001 Standard, and through continued external assessment, we will be able to continually improve our growth and performance and fulfil the requirements of our clients and industry.

Not only does LSG commit to continually improving our Quality Management System, we also commit to satisfy all applicable requirements.

We aim to:

- Demonstrate top management commitment and ensure that quality objectives are established, communicated, understood and implemented at appropriate levels of the organisation;
- Determine requirements for monitoring and measuring our performance, in order to make decisions based on facts and data;
- Gain and where possible act on feedback from our customers to enhance customer satisfaction;
- Identify competency requirements for our staff and provide adequate training, instruction, information and supervision to staff and others affected by our activities;
- Ensure a robust regime is in operation to ensure suitable work equipment and infrastructure is in place and maintained in order to meet customer requirements;
- Build mutually beneficial relationships with our key partners to ensure that all outsourced activities within the company are effectively managed;
- Regularly review the QMS at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.

Responsibility for upholding this policy is truly company-wide under the guidance and with the assistance of the Directors and the Management team, who encourage the personal commitment of all staff to address Quality as part of their daily activities. Site- or department-specific procedures are made available to all staff. Directors and Managers will ensure that all personnel shall be guided by the contents of the Quality Management System and that these procedures are adhered to; that any third party contractors are adequately qualified and are aware of our processes and the need to deliver customer satisfaction.

Each of our employees has a duty to comply with our processes, in order to determine and, where possible, exceed our customers' expectations.

This policy is approved and endorsed by the Management Board and is supported by all levels of Management within the organisation. The Policy will be made available at all sites and offices and to the general public via the company website. This Policy will be reviewed on an annual basis by the management team or sooner if appropriate.

Hauke Tallon
Chief Executive
The LondonSchool Group